



Team METRO



TEAM METRO AT YOUR SERVICE •

TEAM METRO AT YOUR SERVICE •

Resident Guide to Local Services



MIAMI-DADE COUNTY
Fifth Edition
Updated Summer 2003

A Message from the Mayor

Dear Fellow Miami-Dade Countians,

In keeping with my commitment of putting people first, I am pleased to provide you with this booklet describing the vast array of services that are provided by Miami-Dade County for the benefit of our residents.



As a valued customer of Miami-Dade County, you expect and should receive prompt, responsive, and courteous service that meets or exceeds your needs. This local guide to County services brings our government closer to you and puts our services at your fingertips, helping you cut through the red tape when calling for assistance.

This is just one of the many ways that we are working to put you and your needs first as we strive to make Miami-Dade County government more accessible and responsive to all of our residents. I am sure that you will find this guide very useful.

Sincerely,
Alex Penelas
Mayor

A Message from the Chairperson

Dear Resident,

The leaders of Miami-Dade County have made a commitment to provide ongoing and efficient services to our residents. One of the ways we've accomplished this formidable task is through the Resident Guide to Local Services published by Team Metro, which highlights the array of services available.



This easy-to-use guide provides residents with the ability to directly access County departments. It also offers a brief explanation about the services they provide.

I hope that you find this guide as useful as it is intended to be.

Sincerely,
Dr. Barbara Carey-Shuler
Commission Chair

A Message from the County Manager

Dear Residents,

At Miami-Dade County, we work for you. Our residents are our valued customers. It is our top priority to work to do what is in the public's best interest. As your County Manager, I firmly believe in government that is focused on efficiency, integrity and responsiveness. I believe in government that has a clear vision based on the public's needs and expectations.



I am so pleased to bring you the very latest edition of Team Metro's Guide to Local Services. This booklet is meant to help you filter through and utilize all of the services we offer at Miami-Dade County. The employees who work for the County are among the best in the nation. As a team, we work to offer you, the residents of Miami-Dade County, the best services possible. Each day we serve you in a manner that we hope reflects our professionalism and commitment to public service.

This booklet should serve as just another way to make sure that every resident of Miami-Dade County continues to receive services that are meaningful, in a timely manner, by a friendly and receptive workforce.

Sincerely,
George M. Burgess
County Manager



About Team Metro

Team Metro is the county department established to improve public access to Miami-Dade County government. They are dedicated to helping citizens and neighborhoods benefit from the large number of county services offered in Miami-Dade County.

Bringing County government closer to the citizens it serves, Team Metro can be found at nine regional offices throughout the County, at an answer center, one main downtown office, and a Government on the Go (Bus). Each regional office provides direct assistance and outreach to citizens either by telephone or in person. The downtown office houses administrative staff, and the Team Metro Answer Center serves as the County's main information and referral telephone center. It is located at the Emergency Operations Center. The Government on the Go (Bus) travels throughout the county visiting senior centers, hospitals, schools, shopping malls and others, bringing direct assistance and outreach to all residents of Miami-Dade County.

Team Metro staff answer questions, cut through governmental red tape and help resolve neighborhood concerns. Code compliance experts can assist you in resolving everything from overgrown lots and illegal signs to graffiti and junk and trash removal. You can visit your neighborhood Team Metro office to purchase transit passes and tokens, bike/rail passes, dog licenses and baby stroller parking permits. Passport applications are also accepted at all Team Metro offices.

Team Metro's regional offices are your one-stop neighborhood county service centers. See the map on page vi or call our Team Metro Answer Center at (305) 468-5900 during weekday business hours to find out which regional office serves you. You can also visit Team Metro on the worldwide web at www.miamidade.gov/teametro.

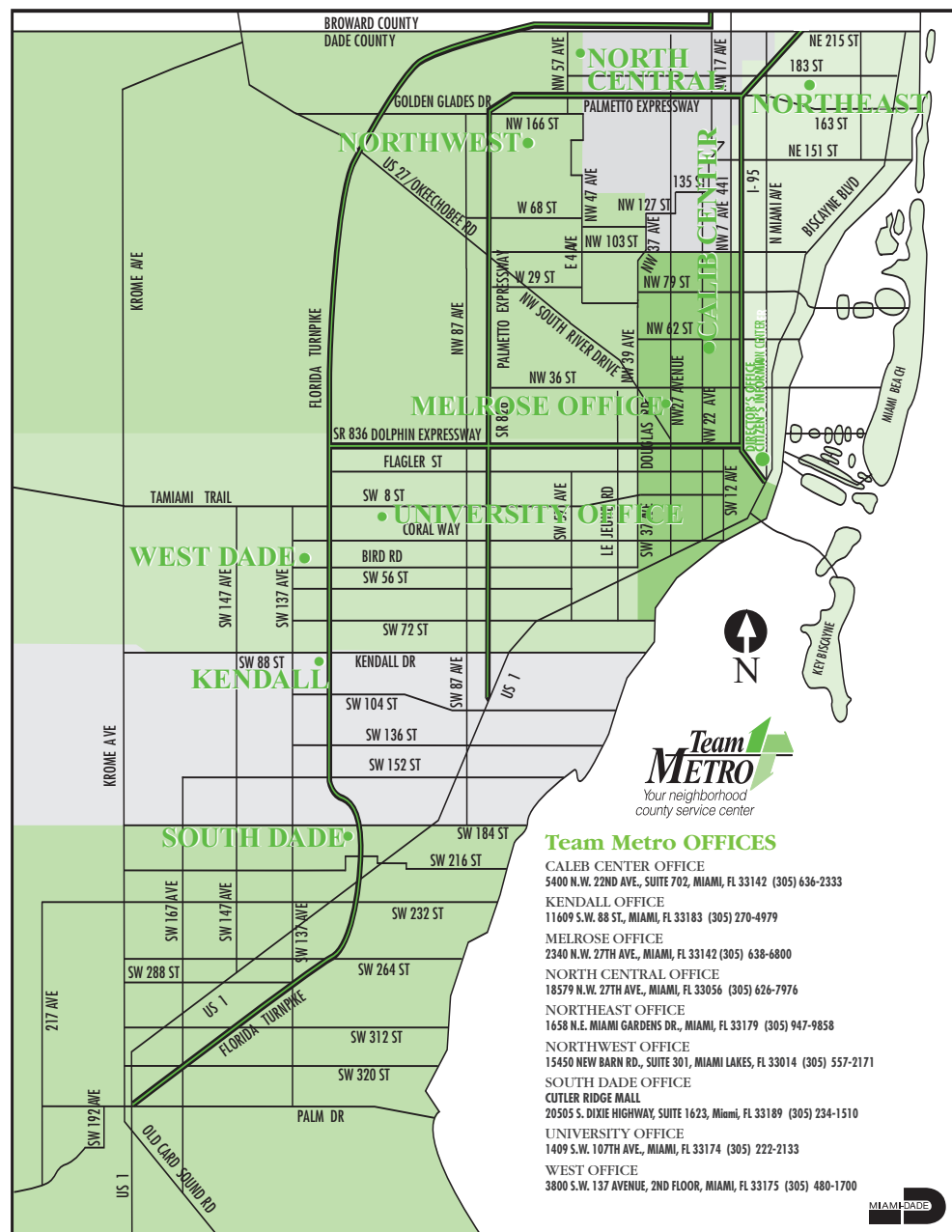


Introduction

Here in Miami-Dade County, we enjoy an almost endless supply of sunshine, unlimited arts and recreational opportunities and a multi-cultural flavor. But as in any large and growing metropolitan area, finding the right public or private agency for assistance can sometimes be a frustrating experience.

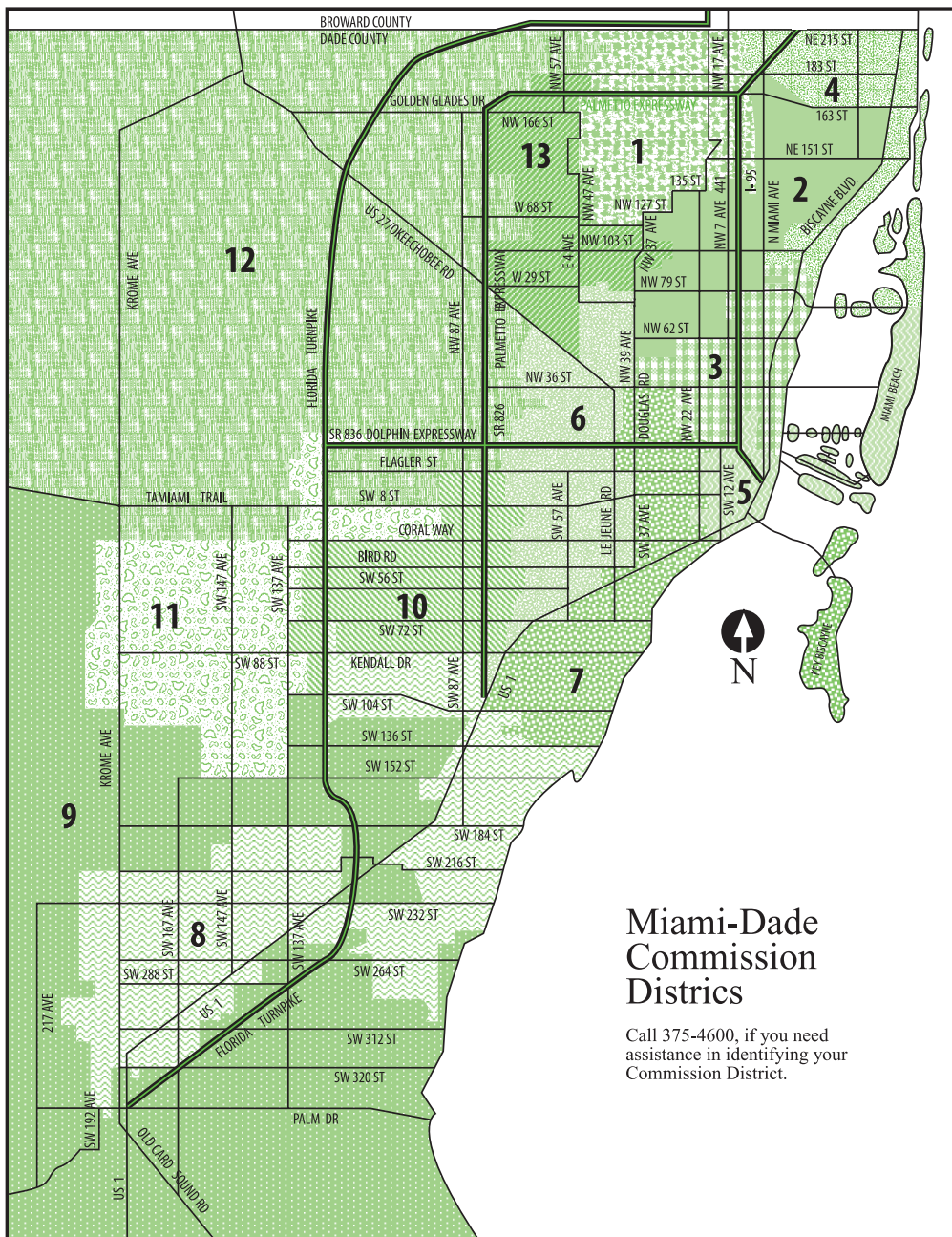
So to make life a little easier, Team Metro has created this guide to inform residents about the services provided by Miami-Dade County and other community organizations. It's an update of earlier editions, and the information was current at the time of publication. For up-to-date prices, call the appropriate department listed.

Team Metro Office Locations





Know your District



How to use this guide

As you'll soon see, this booklet provides a directory of services under simply stated headings to help you locate the assistance you need. The Table of Contents provides an alphabetical listing of topics. If you can't find what you're looking for, check the Index.

In many instances, telephone numbers and addresses listed are those of central offices; some are twenty-four hour voice response information lines and provide a number to call for personalized assistance at the end of the recorded message. For local listings of offices in your neighborhood not in this booklet, please consult your local telephone directory under the general section heading of "Miami-Dade, County of."

We've made every effort to ensure that the information in this booklet is accurate and we hope that it's helpful to you. Meanwhile, if you need further assistance, you can always call our **Team Metro Answer Center** at

(305) 468-5900 [TDD: (305) 468-5402] or the following Team Metro offices:

Caleb Center Office **(305) 636-2333**
5400 N.W. 22nd Ave., Suite 702, Miami, FL 33142

Kendall Office **(305) 270-4979**
11609 S.W. 88 St., Miami, FL 33183

Melrose Office **(305) 638-6800**
2340 N.W. 27th Ave., Miami, FL 33142

North Central Office **(305) 626-7976**
18579 N.W. 27th Ave., Miami, FL 33056

Northeast Office **(305) 947-9858**
1658 N.E. Miami Gardens Dr., Miami, FL 33179

Northwest Office **(305) 557-2171**
15450 New Barn Rd., Suite 301, Miami Lakes, FL 33014

South Dade Office **(305) 234-1510**
Cutler Ridge Mall
20505 S. Dixie Highway, Suite 1623, Miami, FL 33189

University Office **(305) 222-2133**
1409 S.W. 107th Ave., Miami, FL 33174

West Office **(305) 480-1700**
3800 S.W. 137 Avenue, 2nd Floor, Miami, FL 33175

You can also visit Team Metro on the worldwide web at www.miamidade.gov/teametro.



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Miami-Dade Government Services

AIRPORTS

Miami-Dade County

Aviation Department(305) 876-7000

County Airport Information

Internet:www.miami-airport.com

Miami-Dade residents live under a busy sky. In addition to Miami International Airport (MIA), the County's Aviation Department operates six general aviation airports.

Miami International Airport provides the community with world class passenger and cargo service. Ranked first in the United States in international freight and fifth in the world in total freight, MIA is the leader in passenger and cargo flights to Latin America and the Caribbean with additional nonstop service to Europe. It's served by more airlines than any airport in the Western Hemisphere and is ranked twelfth in the world in total passengers. In order to maintain its high service standards and to provide state-of-the-art passenger and cargo facilities, MIA is currently undergoing a \$4.8 billion construction and expansion program.

Miami International Airport

General information (including parking and paging)(305) 876-7000

Flight information(305) 876-7770

Miami International Airport Hotel.....(305) 871-4100

Tourist Police(305) 876-7373

General Aviation Center(305) 876-7550

Aircraft noise/environmental land use (day).....(305) 876-0569

(night)(305) 876-7333

Lost & Found(305) 876-7377

(for airline information, please contact airline directly)

General Aviation Airports:

Opa-Locka Airport.....(305) 869-1660

14300 NW 41st Avenue, Opa-Locka, FL 33054

A full range of services, including aircraft repair and maintenance, are offered at this facility.

Opa-Locka West Airport(305) 869-1660

This small training airport is located at US 27 and the Miami-Dade/Broward County Line.

Kendall-Tamiami Executive Airport....(305) 869-1700

Weeks Air Museum(305) 233-5197

12800 S.W. 137th Avenue, Miami, FL 33186

This facility offers a full range of services, including aircraft charter, flight schools, catering and maintenance. It's also home to the Weeks Air Museum.

Homestead General Aviation Airport(305) 247-4883

28700 S.W. 217th Avenue, Miami, FL 33159

Situated approximately four miles northwest of the City of Homestead, this airport offers fueling and is a center for sports aviation.

Homestead Regional Airport(305) 258-6360

Homestead Air Reserve Base

(U.S. Air Force)(305) 224-7000

Miami-Dade County provides limited facilities and services here for non-military use.

Dade-Collier Training and

Transition Airport(305) 247-4883

This airport is located in western Miami-Dade County on US 41 (Tamiami Trail.) Advance permission is required for use.

ANIMAL SERVICES UNIT

Miami-Dade County

Police Department(305) 884-1101

Animal Services Unit

7401 N.W. 74th Street, Miami, FL 33166

Hours: Mon. - Fri. 7 a.m. - 7 p.m., Sat. & Sun. 7 a.m. - 5 p.m.

People and animals can live together in harmony. The Animal Services Unit makes sure of it. They enforce animal control laws throughout Miami-Dade County and will respond to your concerns about annual rabies vaccinations, licensing requirements, stray animals, cruelty cases, and dangerous dogs. You can also call them to remove small dead animals from public rights-of-way, or check the status of a citation.

The Miami-Dade County Animal Services Unit cares for impounded, surrendered and stray dogs, cats, and other domesticated animals offering them both shelter and limited medical assistance. If you would like to adopt or have lost a pet, this is the place to look. The Shelter also provides license tag administration, redemption of impounded animals, and humane animal treatment education.



Miami-Dade Government Services

Call 884-SPAY for information about spaying and neutering your dog either at the Shelter or at Mobile Animal Care (MAC) unit. This is a free service.

See Licenses - Dogs and Cats

ARTS & CULTURAL AFFAIRS

Miami-Dade County

Art in Public Places(305) 375-5362

111 N.W. 1st Street, Suite 610, Miami, FL 33128

Take a break and tour Miami-Dade's unique Museum Without Walls, the Art in Public Places collection. Art works by nationally and internationally recognized artists can be found throughout the County at such locations as transit stations, public libraries, fire stations, and Miami International Airport. Come, learn, and enjoy these unique art works and site specific installations that reflect and enrich your community.

To receive information on programs, self-guided tours, and opportunities for artists, please call (305) 375-5362 or visit our website at www.miamidade.gov/publicart.

Miami-Dade County

Department of Cultural Affairs ... (305) 375-4634

111 NW First Street, Suite 625, Miami, FL 33128

www.tropiculturemiami.com;

email: culture@miamidade.gov

Are you looking for entertaining and affordable arts activities for yourself or the entire family? Miami-Dade County's Department of Cultural Affairs publishes brochures and keeps its website, www.tropiculturemiami.com, current and full of great year-round activities. They are available right here in your community – many of which are free or generously discounted. The Department operates "High 5 Miami," a program for high school and college students ages 15-22, that enables them to purchase tickets to the best performance for \$5 and two admissions for \$5 to the museum exhibitions. Find out more by checking out www.high5miami.com.

The Department also provides financial support and technical assistance for cultural activities, organizations, individual artists and cultural facility improvements through its 15 competitive, matching grants programs. Please call or log on for additional information.

Historical Museum of Southern Florida .(305) 375-1492

Miami-Dade Cultural Plaza

101 W. Flagler Street, Miami, FL 33130

Step inside the Historical Museum of Southern Florida and you are suddenly transported to another place in time. South Florida's past comes alive as you explore 10,000 years of history through hands-on

displays, bilingual audio-visual presentations, and hundreds of artifacts, documents, and photography. Be sure not to leave the children at home! Here's their opportunity to learn history the fun way—like dressing up as Seminoles and pioneers, playing lookout at the sentry tower, and climbing aboard a 1920's trolley car.

Hours: Monday through Saturday – 10 a.m. to 5 p.m.

Third Thursday – 10 a.m. to 9 p.m.

Sunday – 12 p.m. to 5 p.m.

Fees: Adults \$5

Children (6-12) \$2

Sundays are a contribution day

Miami Art Museum(305) 375-3000

101 W. Flagler Street, Miami, FL 33130

Art lovers will find plenty to enjoy at the Miami Art Museum (MAM). MAM exhibits, collects, preserves, and interprets international art with a focus on art of the Western Hemisphere from the 1940's to the present. For more information, call (305) 375-7000.

Hours: Tuesday-Friday 10 a.m. - 5 p.m., 3rd Thursday of the month until 9 p.m.

Saturday & Sunday noon - 5 p.m. Closed Monday

Admission: Adults \$5, senior & students \$2.50, children 12 and under FREE. Second Saturdays are FREE for families and every Sunday is FREE.

Miami Museum of Science(305) 646-4200

3280 S. Miami Ave., Miami, FL 33129

Web sitewww.miamisci.org

From robotic dinosaurs to live animals to virtual reality basketball, explore Miami's nationally-recognized science center that offers something for everyone. Visitors can surf the Internet, become TV meteorologists, tap into over a dozen CD-ROM computers, and hold live world-wide video conferences. The museum features include national traveling feature shows and more than 140 hands-on exhibits illustrating principles of physics, electricity, light, sound and health. The Collections Gallery contains South Florida's largest gathering of artifacts and natural wonders. Plus, the outdoor Wildlife Center rehabilitates injured birds-of-prey and reptiles and displays more than 75 live animals to the public. Daily live science and wildlife demonstrations are held. Museum store and food vending machines are provided on site.

AUTO TAGS

Tax Collector Division

Miami-Dade County/Finance Department

Tax Collection Division –

Auto Tag Section(305) 375-5678

For more information visit our website at:

www.miamidade.gov



Office locations:

140 W. Flagler Street, Room 101, 1st Floor, Miami, FL 33130
South Dade Government Center . . . (305) 232-3830
10710 SW 211th Street (Cutler Ridge Blvd.) Room 104
Miami, FL 33189

So you've decided to relocate, along with your beloved car or truck, to Florida. Our sunny state requires you to register your vehicle immediately upon employment, place children in public schools, or become a legal resident of the State. Each vehicle brought into the State may be subject to an initial registration fee of \$100 in addition to the title charge and annual license tag renewal fee. The fees for auto tags vary according to the size and weight of the vehicle. Call one of the County's two Auto Tag offices to find out about the fees. Proof of insurance is required. You can also renew your auto tag by logging on the County's website.

If you lived here awhile, you probably know that vehicle owners are required to renew their vehicle registration during the renewal period that is 90-days prior to the date of the owner's birthday. You should receive your notice in the mail prior to your renewal period. If you don't receive the paperwork, please contact our offices or visit our website at: www.miamidade.gov

For your convenience, the Tax Collector Public Service Office is open for business on the first floor of the 140 W. Flagler Street building with extended hours of operation from 8:00 a.m. through 6:00 p.m., Monday through Friday excluding holidays. The office collects Real Estate, Auto Tag, Occupational License, Hunting and Fishing License, and Stroller Permit Payments. Tax Collector offices on the 12th and 14th floor are open to the public from 8:00 a.m. to 4:30 p.m.

BOAT REGISTRATION

Tax Collector Division

Miami-Dade County/Finance Department

Tax Collection Division (305) 375-5678

TDD (305) 372-6309

For more information visit our website at:
www.miamidade.gov

Office locations:

140 W. Flagler Street, Room 101, 1st Floor, Miami, FL 33130
South Dade Government (305) 232-3830
10710 SW 211th Street (Cutler Ridge Blvd.) Room 104
Miami, FL 33189

Ready to set sail? Remember this rule of the sea. From houseboat to dinghy, if your boat has a motor it must be registered. A valid out-of-state registration of any pleasure craft is recognized for up to 90 days in Florida. After that, Florida registration is required. Fees vary according to length of boat. Newcomers from out-of-state should bring their title and/or registration to one of our two office locations or go to a private auto tag agency. See "License Services," in the Yellow Pages (additional charges apply at private agencies).

For your convenience, the Tax Collector Public Service Office is open for business on the first floor of the 140 W. Flagler Street building with extended hours of operation from 8:00 a.m. through 6:00 p.m., Monday through Friday excluding holidays. The office collects Real Estate, Auto Tag, Occupational License, Hunting and Fishing License, and Stroller Permit Payments. Tax Collector offices on the 12th and 14th floor are open to the public from 8:00 a.m. to 4:30 p.m.

BUILDING CODE COMPLIANCE

Building Code Compliance Office . . . (305) 375-2901

140 W. Flagler Street, Suite 1603, Miami, FL 33130

Fax (305) 375-2908

Website <http://www.buildingcodeonline.com>

E-mail postmaster@buildingcodeonline.com

With hurricanes looming and our population growing, building construction that meets the Florida Building Code is more than necessary in Miami-Dade County. It's a must. The Building Code Compliance Office (BCCO) was created as an independent entity to oversee the uniform enforcement of the Florida Building Code and to provide guidance on Code-related issues to the County and its municipalities.

The BCCO conducts research to improve construction standards, trains and certifies building personnel, provides technical support, resolves citizen complaints and enforces the Florida Building Code requirements. The office prepares ordinances amending the Building Code and educates the public and the construction community about the Code, the danger of Code violations, hurricane safety and other construction issues.

They also review and process applications of all construction products and assemblies that require Miami-

Miami-Dade Government Services

Dade County Products Control Approval and provides recommendations on products and assemblies to the County's Board of Rules and Appeal.

The Building Code Compliance Office examines and licenses construction contractors, handles violations of Chapter 10 and addresses complaints against County licensed and unlicensed contractors.

BUILDING PERMITS

Miami-Dade County

Building Department(786) 315-2000

website...www.miamidadegov/bldg

email...bldgdept@miamidadegov

Permit Records Section(786) 315-2100

Miami-Dade County Permitting and Inspection Center

11805 S.W. 26th Street (Coral Way), Miami, FL 33175-2474

South-Miami Dade Office(305) 233-0614

South Miami-Dade Government Center

10710 S.W. 211th Street, Suite 105, Miami, FL 33157

Ready for that new addition onto your home or business? Call one of these offices to get answers to all of your questions on obtaining building permits.

Permits are required for building, electrical, plumbing, mechanical, roofing, gas, fences, windows and shutter work. The Permit Records Section of the Building Department accepts applications and issues permits for the unincorporated areas of Miami-Dade County and the City of West Miami.

CABLE TELEVISION

Miami-Dade TV(305) 375-2836

Miami-Dade County Communications Department

111 N.W. 1st Street, 25th Floor, Miami, FL 33128

Tune in to Miami-Dade TV and watch Miami-Dade in action. MDTV is the County's government access television station and it's available on all Miami-Dade County cable systems. It carries County Commission meetings and important public hearings live, as well as a wide variety of public affairs programming. Consult Miami-Dade TV in The Miami Herald television listings in the daily Living/Arts section for specific program details and times.

Cable Television Access

Project (Cable TAP)(305) 237-1764

Miami-Dade College

School of Entertainment and Design Technology

Building 2-M33, 11380 N.W. 27th Ave., Miami, FL 33167

website...www.cabletap.org

email...info@cabletap.org

Lights! Camera! Action! Imagine yourself in a television studio producing shows, free of charge, for your local non-profit organi-

zation. Thanks to Cable Tap, a project funded by Miami-Dade County, you can. Your 12 half-hour taped programs will air three times a week for three months throughout Miami-Dade County on cable television community channel, which is carried on each cable television system.

To file a complaint about your cable television service, or if you do not know who provides cable television in your area, see CONSUMER SERVICES on page 6.

CODE ENFORCEMENT

Team Metro Code Compliance

You can lend a hand in maintaining your neighborhood and community's quality of life. Just contact your neighborhood Team Metro office (see page 28) or call our Answer Center to report eyesores and code violations such as graffiti; overgrown lots; abandoned or junk vehicles; illegal signs; junk, trash and debris; illegal objects in the right-of-way; illegally parked commercial vehicles, boats, trailers and mobile homes; and residential zoning violations. You can now also call Team Metro to file complaints concerning business properties, commercial uses on agricultural zoned properties and industrial properties throughout unincorporated Miami-Dade County. Our Neighborhood Compliance Officers will help ensure that violations are corrected promptly.

Graffiti 24-Hour Hotline(305) 375-3461

Minimum Housing Unit(305) 638-6800

2340 N.W. 27th Avenue, Miami, FL 33142

This unit handles complaints initiated by tenants of occupied houses or apartment buildings of less than five units against landlords for not maintaining housing standards. Call them to file a complaint or obtain information.

Miami-Dade County Building Department

Unsafe Structures Unit(786) 315-2424

Miami-Dade County Permitting and Inspection Center

11805 S.W. 26th Street (Coral Way), Miami, FL 33175-2474

Contact this unit regarding open, vacant and abandoned structures (residential or commercial). You can call this unit to report an unsafe structure or to obtain information.

Miami-Dade County Building Code Compliance Office (BCCO) Contractor Licensing and Enforcement

Section(305) 375-2527

140 W. Flagler Street, Suite 1602, Miami, FL 33130

Contact this section of BCCO to obtain information concerning Certificates of Competency, licensing, contractor certification, or to determine if a contractor has a license. Also, call to file a complaint about County licensed or unlicensed contractors.

See Licenses - Certificate of Competency.

Miami-Dade County Department of Solid Waste Management(305) 594-1500
8675 N.W. 53 Street, Suite 201, Miami, FL 33166

Residential-Commercial Code Enforcement

The Department of Solid Waste Management utilizes a special unit of Code Enforcement Officers in residential and commercial areas to ensure proper waste disposal. The unit also helps residents and businesses better understand how to use available waste services. For help with residential and commercial solid waste code enforcement issues, call (305) 594-1635.

Illegal Dumping Prevention

Illegal dumping is a crime punishable by up to a \$5,000 fine and jail time. County departments work in partnership with Crimestoppers in the fight against illegal dumping. If you see someone dumping waste in an unauthorized site, call Crimestoppers at (305) 471-TIPS — (305) 471-8477. You could receive a Crimestoppers Reward.

COMMUNITY COUNCILS

Miami-Dade County Department of Planning and Zoning (DPZ) (Zoning Related) (305) 375-2800
..... or (305) 375-2842
Team Metro (Non-Zoning Related) .. (305) 375-1661

If you live in unincorporated Miami-Dade County and you'd like to help make decisions about issues affecting your neighborhood, become an active participant of your area's Community Council.

Councils meet approximately once a month between 6 p.m. to 7 p.m. to discuss zoning matters, with every other month dedicated to non-zoning meetings. (See Zoning - Zoning Hearing Section) All non-zoning meetings are advertised in the "Neighbors" section of The Miami Herald at least 10 days in advance, and all zoning meetings at least 25 days in advance.

In addition to making zoning decisions, Community Councils serve as liaisons between the communities they serve and the County. They consider and make recommendations on issues concerning their areas such as fire and police, proposed Miami-Dade County facilities, unincorporated area budget matters, code enforcement, long-term future land use plans, developments of regional impact and County public facilities such as parks and libraries.

Each Council serves one of 10 separate geographic areas and is made up of six members elected by community residents and one member appointed by the Miami-Dade County Commission. All members must reside in the Council area they serve.

For information on Community Council meetings and members for your area, call Team Metro at (305) 375-1661. Individuals desiring information about Community Council Zoning Meetings should call DPZ at (305) 375-2800, or visit the Department of Planning and Zoning website; www.miamidade.gov/planzone

COMMUNITY RELATIONS

Office of Community Relations, Miami-Dade

Office of the County Manager ..(305) 375-5730
111 N.W. 1st Street, 6th Floor, Miami, FL 33128

Community Relations Board(305) 375-5730

The Community Relations Board directs programs and projects oriented toward fostering mutual understanding, tolerance and respect among all groups, and serves as a mediator in disputes involving community relations.

Hispanic Affairs Advisory Board ..(305) 375-2104

Black Affairs Advisory Board(305) 375-4606

Asian American Advisory Board ... (305) 375-1570

Commission for the Status of Women ..(305) 375-4967

The Hispanic Affairs, Black Affairs and Asian American Advisory Boards, as well as the Commission for the Status of Women, act as liaisons between Miami-Dade County government and the populations they represent. Each works to foster greater understanding and to establish projects and programs better serving the needs of each designated group.

COMPLAINT RESOLUTION

Miami-Dade Independent

Review Panel(305) 375-4880
140 West Flagler Street, Suite 1101, Miami, FL 33130

Fax (305) 375-4879

E-Mail irp@miamidade.gov

The Independent Review Panel (IRP) is the place to call if you have a serious complaint of wrongdoing by a County police officer or any other County employee. The IRP engages in external fact-finding and dispute resolution. The Panel gives priority to complaints that are likely to result in corrective action that may significantly improve service to the public.

COMPUTER ACCESS INFORMATION

Information Technology Department . (305) 596-8148
5680 S.W. 87th Avenue, Miami, FL 33173

Where can you turn for county information, the latest weather report or the scoop on local sports and entertainment? Try Miami-Dade County's home on the Internet. It's



Miami-Dade Government Services

your chance to connect with the County without picking up a phone or leaving your home or office.

You'll find useful links to Miami-Dade County departments, schools, local and state government sites, *The Miami Herald*, and more.

Don't have a computer? No problem. Just visit one of the County's public libraries for free Internet access.

Miami-Dade, in accordance with the State of Florida Records Law, also offers remote computer access to non-sensitive information located in the county's databases. The costs are classified as "reasonable cost recovery". A customer may have access to our inquiry system upon payment of a one time installation and membership fee of \$125 and a minimum of \$52 monthly charge plus 208 minutes of service or \$.25 a minute connect time, whichever is greater.

Miami-Dade County

Website <http://www.miamidade.gov>

CONSUMER SERVICES

Miami-Dade County Consumer

Services Department (305) 375-1250

140 West Flagler Street, 9th Floor, Miami, FL 33130

Consumer Hotline (305) 375-3677

Fax (305) 375-4120

E-Mail consumer@miamidade.gov

Web Site www.miamidade.gov

This Department has the interest of Miami-Dade County consumers always in mind through business regulations and licensing, educational programs, complaint mediation, and consultation. The Consumer Hotline is the central number for all consumer-related complaints and information. This is the place to call for all your consumer concerns.

The Consumer Services Department's regulations and services apply in the incorporated and unincorporated areas.

Consumer Protection Division

140 West Flagler Street, Room 902, Miami, FL 33130

Consumer Hotline (305) 375-3677

Business Licensing (305) 375-4222

The Division licenses and regulates the business practices of title loan lenders, vehicle immobilization (booters), motor vehicle repair shops and mechanics, water remetering, moving businesses, locksmith businesses and locksmiths, and cable companies. It also registers local telecommunications service providers.

The Division makes sure that citizens receive rights provided by our business regulations and consumer protection laws. Inspectors conduct investigations and inspections, identify violations, and mediate consumer

complaints. The Division also enforces consumer-related laws under Miami-Dade's Uniform Trade Standards Law; weights and measures for consumer commodities; packaging and labeling of food products; uniform meat identification; shelf life dating of perishable food products; the sale of Kosher food products; rental car business requirements; gasoline price signage; deceptive and misleading advertising; misrepresentation of goods, services and prices; cash register price displays; check cashing establishment price signage; dry cleaning complaints; price gender discrimination; non-discrimination in tipping; and the availability of baby diaper changing accommodations in certain new facilities. The Division also enforces maximum rates for non-consent tows.

The Consumer Hotline receives all consumer complaints and inquiries, including providing information about which cable company services a neighborhood, and provides general consumer information and advice.

Cooperative Extension (305) 248-3311

(Toll free from north Miami-Dade) . (305) 251-2818

18710 SW 288th Street, Homestead, FL 33030

Agriculture &

Home Horticulture (305) 248-3311

Aquaculture (305) 248-3311

Expanded Food and Nutrition Education

Program (305) 888-5010

Family and Consumer Sciences . . (305) 888-5010

300 East 1st Avenue, Hialeah, FL 33010

4-H Youth Program (305) 592-8044

Miami International Mall, 1455 N.W. 107th Avenue
Suite 786, Miami, FL 33172

Sea Grant Extension (305) 361-4017

4600 Rickenbacker Causeway, Miami, FL 33149

Folks at the Cooperative Extension are experts at the practical nature of science. These professionals share their knowledge by educating the public about commercial agriculture, horticulture, home gardening, marine sciences, aquaculture, energy management, family and consumer concerns, home economics, food handling and safety, and nutrition. Young people can become involved by joining 4-H clubs and anyone can call to obtain written information, participate in group education meetings, or schedule private consultations with Extension agents.

Passenger Transportation

Regulatory Division (305) 375-2460

140 West Flagler Street, Room 904, Miami, FL 33130

Fax (305) 372-6321

Business Licensing (305) 375-2460

For-Hire Vehicle Inspection Station (305) 638-6051
2615 NW 10th Avenue, Miami, FL 33127

Fax (305) 638-6097

Ambulance Regulation (305) 375-2460

140 West Flagler Street, Room 904, Miami, FL 33130

This Division regulates for-hire vehicles in Miami-Dade County. It licenses and inspects all taxis, limousines, passenger motor carriers (including jitneys), non-emergency medical vehicles and special transportation service vehicles, and inspects private school buses. It also licenses the chauffeurs for these vehicles and conducts chauffeur training. The Division also regulates emergency ambulance services provided by private companies and public agencies. Call the Consumer Hotline at (305) 375-3677 if you have complaints or compliments about for-hire service or ambulance service. For taxi and other for-hire services, please have the driver's name and chauffeur registration number, company name, and vehicle number available. For ambulance service, please have the company or agency name and the date of transport.

CORRECTIONS & REHABILITATION

Miami-Dade Corrections & Rehabilitation Department (CRD)

The Miami-Dade Corrections & Rehabilitation Department provides care, custody, and control of inmates incarcerated in the seven Miami-Dade County facilities. For information regarding inmate charges, bond/release status and visiting hours, call or visit the facility as listed below. Individuals can also obtain information regarding employment opportunities, department employees, tours, and speaking engagements by calling the appropriate number given. For more information regarding the Miami-Dade Corrections and Rehabilitation Department, visit us on-line at www.miamidade.gov/corrections.

Boot Camp (305) 639-3181

6950 NW 41st Street, Miami, FL 33166

Metro West Detention Center (305) 597-2600

13850 NW 41st Street, Miami, FL 33178

North Dade Community

Corrections Center (786) 413-3550

15801 State Road 9, Miami, FL 33169

Pre-Trial Detention Center

(Main Jail) (786) 263-4100

1321 NW 13th Street, Miami, FL 33125

Training and Treatment Center (305) 470-2850

6950 NW 41st Street, Miami, FL 33166

Turner Guilford Knight

Correction Center (305) 470-7600

7000 NW 41st Street, Miami, FL 33166

Women's Detention Center (305) 547-4300

1401 NW 7th Avenue, Miami, FL 33136

Information Regarding Employment Opportunities:

Corrections and Rehabilitation's

Personnel Bureau (305) 229-7536

Information Regarding Tours and Speaking Engagements:

Public Affairs Unit (305) 229-7584

Concerns Regarding CRD Employees

Internal Affairs Bureau (305) 463-4040

COUNTY BIDDING & CONTRACTING

Miami-Dade County Department of Procurement

Management (DPM) (305) 375-5773

111 N.W. 1st Street, Suite 2350, Miami, FL 33128

Website... www.miamidade.gov/dpm

If you are interested in doing business with Miami-Dade County, get to know the Department of Procurement Management (DPM). DPM is responsible for purchasing commodities and services on behalf of Miami-Dade County.

Visit us at the Vendor Information Center (VIC), the County's "One-Stop Shop," designed to make it easy for you to become a successful contractor with Miami-Dade County. The VIC is located at the Stephen P. Clark Center, 111 NW 1st Street, Suite 112 (ground floor). At the VIC, you may submit a vendor application along with a \$20 application fee to become a registered vendor, view the electronic directory of DPM procurement opportunities in all fields including commodities, services, architect/engineering and construction. When commodities and services are requested by County departments, DPM will solicit bids and quotes from registered vendors to provide those commodities and services. Contracting opportunities are also advertised in the Miami Times, Daily Business Review and Diario de las Americas. Contract award recommendations are posted weekly at the VIC. DPM procurement opportunities are also available online at www.miamidade.gov/dpm.

Government Surplus Sales (305) 556-8106

980 W. 84th Street, Hialeah, FL 33014

Bet you didn't know you could shop at Miami-Dade County. Take a break from your favorite retail hot spots and check out the County Store, the county's very own surplus warehouse store outlet. You'll find individually priced office furniture and equipment, and police impounded property including bicycles, cameras, car stereos, and more. To receive advance notice about these sales, call (305) 594-5768 and ask to be placed on the mailing list.

Miami-Dade Government Services

Department of Business

Development(305) 349-5960

175 N.W. 1st Avenue, 28th Floor, Miami, Florida 33128

The Miami-Dade County Department of Business Development (DBD) works to increase the participation of small businesses, and Black, Women and Hispanic-owned businesses on County contracts. The department coordinates and implements various administrative and minority business programs to provide business opportunities and technical assistance to aid these firms in their growth and contribution to South Florida's economy. These include, but are not limited to: the Black, Women and Hispanic Business Enterprise (BBE/WBE/HBE) Programs. These programs seek to encourage local participation for non-construction firms; the Community Business Enterprise Program for Architectural & Engineering Services (CBE/A&E), which is a gender and race neutral program replacing Miami-Dade County's current B/H/WBE Program for A&E contracts and the race and gender neutral Community Small Business Enterprise (CSBE) Program, and offers bonding, financial assistance and a Mentor Protégé program. This community-based effort seeks to pair emerging certified CSBEs (Protégés) with similar more experienced and successful firms (Mentors) in order to provide the Protégé with business advice, assistance and training. DBD also administers the federally-funded Disadvantaged Business Enterprise (DBE) Program.

COUNTY OFFICIALS & BOARDS

Mayor Alex Penelas

Office of the Mayor(305) 375-5071

111 N.W. 1st St., 29th Floor, Miami, FL 3312 • Fx 375-3618

Commissioners*

Betty T. Ferguson - District 1 ... (305) 375-5694

Dorrian D. Rolle - District 2 (305) 375-4833

Dr. Barbara Carey-Shuler -

District 3 (305) 375-5393

Sally A. Heyman - District 4 .. (305) 375-5128

Bruno A. Barreiro - District 5 ... (305) 375-5924

Rebeca Sosa - District 6 (305) 375-5696

Jimmy L. Morales - District 7 . (305) 375-5680

Katy Sorenson - District 8 ... (305) 375-5218

Dennis C. Moss - District 9 .. (305) 375-4832

Sen. Javier D. Souto - District 10 (305) 375-4835

Joe A. Martinez - District 11 . (305) 375-5511

Jose "Pepe" Diaz - District 12 (305) 375-4343

Natacha Seijas - District 13 (305) 375-4831

Address for Commissioners:

111 N.W. 1st Street, Miami, FL 33128

(2nd Floor, Districts 1 - 8) (3rd Floor, Districts 9 - 13)

*See page 45 of this guide for commissioner's district office locations.

County Manager(305) 375-5311

111 N.W. 1st Street, 29th Floor, Miami, FL 33128

Clerk of Courts

Harvey Ruvin (305) 275-1155

73 W. Flagler Street, Room 135, Miami FL 33130

Participation in Government Proceedings:

Miami-Dade is your government so get involved. If you want to speak at a public hearing, register at the Clerk of the Board's office at least 15 minutes prior to a meeting. If you are speaking on behalf of a company or person by which you are compensated, you must also pay a \$25 fee. Call the Clerk's office at (305) 375-5189 for information about public hearings, to find out when the Commission meets, or to register as a lobbyist.

If you would like to be placed on a Commission meeting agenda, send a written request to the Agenda Coordinator's office or to your county commissioner. Call the Agenda Coordinator's office at (305) 375-2035 for more information.

For access to public records, contact the Miami-Dade Communications Department at (305) 375-2836.

Agenda Coordinator (305) 375-2035

111 N.W. 1st Street, 17th Floor, Miami, FL 33128

County Boards Clerk of the Board ... (305) 375-5126

111 N.W. 1st Street, 17th Floor, Miami, FL 33128

County Boards provide another opportunity for residents, businesses and organizations to get involved in the issues that affect our community. A variety of independent public/private advisory boards conduct research, develop new programs and make funding and other recommendations to the Board of County Commissioners on health, public safety, social services, transportation and many other topics of concern. In most cases, community representatives are appointed by individual County Commissioners. Call the Clerk of the Board for an updated list of county boards or to find out a contact person for a particular board.

COURTS

Administrative Office of

the Courts (305) 349-7546

Dade County Courthouse

73 W. Flagler Street, Miami, FL 33130

Court Administrator (305) 349-7000

Americans with Disabilities Act (ADA)

Voice(305) 349-7175

TDD(305) 349-7174

Civil Operations(305) 349-7169

Divorce Information(305) 349-7800

Jury Pool(305) 349-7200

Law Library(305) 349-7548

Mediation/Arbitration(305) 349-7328

Lawson E. Thomas

Courthouse Center(305) 349-5632

175 NW 1 Avenue, Miami, FL 33128

Certified Process Services(305) 349-7369

Domestic Violence Hotline(305) 349-5888

Family Operations(305) 349-5934

Family Court Services(305) 349-5575

General Masters(305) 349-6200

Richard E. Gerstein Justice Building

1351 NW 12 Street, Miami, FL 33125

Criminal Operations(305) 548-5632

Jury Pool(305) 548-5588

Law Library(305) 548-5359

Mental Health Administrator ... (305) 548-5595

Traffic Operations(305) 548-5333

Juvenile Justice Center

3300 NW 27 Avenue, Miami, FL 33142

Juvenile Operations(305) 638-6102

Court Evaluation Unit(305) 638-6774

Family Reunification Unit(305) 638-6210

Guardian Ad Litem(305) 638-6861

Miami-Dade Clerk's Office

Voice Response System (305) 275-1155

Civil and Circuit Courts

Dade County Courthouse

73 W. Flagler Street, Miami, FL 33130

Caleb Center

5400 N.W. 22nd Avenue, Miami, FL 33142

Coral Gables District Court

3100 Ponce de Leon Blvd., Coral Gables, FL 33134

Cutler Ridge District Court

10710 S.W. 211th Street, Miami, FL 33189

Datran Sub-Office (No Court Facilities)

9100 S. Dadeland Blvd., Suite 100, Miami, FL 33156

Homestead District Court

77 N.E. 1st Road, Homestead, FL 33030

Juvenile Justice Center(305) 637-4500

3300 N.W. 27th Avenue, Room 1000, Miami, FL 33142

Miami Beach District Court

1130 Washington Avenue, Room 224, Miami, FL 33139

North Dade Justice Center

15555 Biscayne Boulevard, Room 100, Miami, FL 33160

Sweetwater Branch

500 S.W. 109th Avenue, Sweetwater, FL 33174

Criminal Court

Richard E. Gerstein Justice Building

1351 N.W. 12th Street, Room 702, Miami, FL 33125

Traffic Court

Richard E. Gerstein Justice Building (305) 275-1111

1351 N.W. 12th Street, Room 124, Miami, FL 33125

Child Support (305) 275-1122

370 S.E. 1st Street, Room 200, Miami, FL 33131

Code Enforcement (305) 375-2333

111 N.W. 1st Street, 17th Floor, Miami, FL 33128

County Recorder (305) 275-1155

22 N.W. 1st Street, Courthouse East Building

Recording 1st Floor—Micrographics/

Recorded Documents 2nd Floor

Domestic Violence(305) 349-5888

175 N.W. 1st Avenue, Room M, Miami, FL 33021

Family/Probate (305) 275-1155

73 W. Flagler Street, Room 234, Miami, FL 33130

Jury/Witness Payment (305) 375-2040

140 W. Flagler Street, Room 1502, Miami, FL 33130

Record Center (305) 593-1352

9350 N.W. 12th Street, Miami, FL 33172

Value Adjustment Board (305) 375-5641

111 N.W. 1st Street, Suite 1720, Miami, FL 33128

DISASTER PREPAREDNESS

Miami-Dade Emergency Management .(305) 468-5400

TDD(305) 468-5402

Preparedness Information

call the Answer Center(305) 468 5900

TDD(305) 468-5402

Emergency Evacuation

Assistance Program(305) 468-5900

9300 NW 41 Street, Miami, Florida 33178

Website<http://www.miamidade.gov/oem>

The Office of Emergency Management (OEM) is committed to building a disaster resistant community. One of our key roles is to develop and implement mitigation, preparedness, response, and recovery activities for all disasters and large-scale events in Miami-Dade County. We do this by developing comprehensive emergency management plans, which in turn provide the analysis and recommendations needed for decision-making when our resident's lives or

Miami-Dade Government Services

property are at risk. This also helps us assure the continuity of Miami-Dade government.

Identifying the disasters, both man-made and natural, that can impact our communities affords us the opportunity to mitigate the damage before it happens. One major mitigation project the OEM has been instrumental in is the installation of water pumping stations and drainage systems to alleviate flooding in our communities. Pre-identifying these disasters also allows us to provide our communities with the information and skills they need to successfully manage the disaster on a personal level.

The OEM also coordinates and sponsors different programs to assist our more vulnerable residents with their personal disaster management. One such program is the Emergency Evacuation Assistance Program that assists those individuals who are unable to facilitate their own evacuation. For additional details about this, or other programs, please contact the Miami-Dade Answer Center or visit our website.

When disaster strikes in Miami-Dade County, the OEM activates the County's Emergency Operations Center. The EOC provides a communal environment for local, state, and federal agencies, as well as volunteer and humanitarian organizations, to share information and resources, allowing us to maximize the limited resources within Miami-Dade County. It is through the coordination of multi-agency cooperation that we can effectively facilitate the response to and recovery from disasters of all sizes.

EMPLOYMENT & TRAINING

Miami-Dade County

Employee Relations Department . . (305) 375-5725

Center for Employment Application

140 W. Flagler Street, Suite 105, Miami, FL 33130

Mon. - Fri., 8:30 a.m. to 4 p.m. except holidays.

Job Information Hotline (recording) . . (305) 375-JOBS

TDD/TTY (305) 375-5645

Website: www.miamidade.gov/jobs

Equal Employment

Equal Opportunity Board, Miami-Dade Department of Human Services (305) 375-5272

111 N.W. 1st Street, Suite 2145, Miami, FL 33128

This Board administers Chapter 11A of the Miami-Dade County Code that prohibits discrimination in employment as well as housing, public accommodations and credit and financing practices. They also investigate complaints alleging violations of the Code's Family Leave provision.

The South Florida Workforce (formerly Employment Council of South Florida) (305) 594-7615

3403 NW 82nd Avenue, Suite 300 Miami, FL 33122

The South Florida Workforce is the link between businesses and skilled workers providing valuable resources to both job seekers and employers. The organization offers Miami-Dade and Monroe counties residents the opportunity to advance their careers, and assists those with special needs, such as the disabled, refugees and economically disadvantaged adults, youths, and dislocated workers. Employers benefit by tapping into a competent workforce pool, and taking advantage of tax incentives, labor information and other resources.

These valuable workforce resources are available to employers and job seekers at no cost through a network of One-Stop Career Centers located throughout the region. One-Stop Career Centers are able to offer these services at no charge.

Multiple points of access throughout the Miami-Dade and Monroe counties make South Florida Workforce programs and incentives easily accessible. These access points are South Florida Workforce One-Stop Career Center. Call (877) 872-JOBS, (5627), or see the following directory for a Center near you.

ONE STOP CAREER CENTER LOCATIONS

CAROL CITY One Stop Career Center . . (305) 620-8012

Fax (305) 620-9813

Operated by The Training Institute (TTI)

4690 NW 183 rd Street

Carol City, FL 33055

FLORIDA CITY One Stop Career Center

. (786) 243-4300

Fax: (305) 246-3858

Operated by The Training Institute (TTI)

751 West Palm Drive

Florida City, FL 33034

HIALEAH DOWNTOWN One Stop Career Center

. (305) 883-6925

Fax: (305) 883-6910

Operated by Hialeah Adult & Youth Employment Services

240 East 1st Avenue, Suite 208

Hialeah, FL 33010

HIALEAH GARDENS One Stop Career Center

.....(305) 826-4011

Fax:(305) 826-8022

Operated by The Training Institute (TTI)

2750 West 68th Street, Suite 232

Hialeah, FL 33016

HIALEAH CENTRAL One Stop Career Center

.....(305) 818-9818

Fax:(305) 818-9840

Operated by SABER

5362 W 16th Avenue

Hialeah, FL 33012

LITTLE HAVANA One Stop Career Center

.....(305) 643-3300

Fax:(305) 643-7240

Operated by Youth Co-Op, Inc.

701 S.W. 27th Avenue

Miami, FL 33135

LITTLE HAITI One Stop Career Center

.....(305) 759-6511

Fax:(305) 759-7639

Operated by Catholic Services

7900 NE 2nd Avenue, Suite 700

Miami, FL 33138

MIAMI BEACH One Stop Career Center

.....(305) 532-5350

Fax:(305) 532-9307

Operated by Miami Beach

Community Development Corporation

945 Pennsylvania Avenue, 1st Floor

Miami Beach, FL 33139

MIAMI DOWNTOWN One Stop Career Center

.....(305) 573-7301

Fax:(305) 573-4916

Operated by SER Jobs

3050 Biscayne Blvd., 4th Floor

Miami, FL 33137

NORTH MIAMI BEACH One Stop Career Center

.....(305) 654-7175

Fax:(305) 654-7188

Operated by SER Jobs for Progress

633 NE 167th Street, Suite 200

North Miami Beach, FL 33162

NORTHSIDE One Stop Career Center

.....(305) 693-2060

Fax:(305) 693-2071

Operated by Jobs for Miami

7900 NW 27th Avenue, Suite 200

Miami, FL 33147

PERRINE One Stop Career Center

.....(305) 252-4440

Fax:(305) 278-1066

Operated by Youth Co-Op

9555 S.W. 175th Terrace

Miami, FL 33157

WEST DADE One Stop Career Center

.....(305) 228-2300

Fax:(305) 228-2321

Operated by Youth Co-Op

2700 S.W. 97th Avenue

Miami, FL 33165

ENVIRONMENT

Miami-Dade County Department of Environmental Resources

Management (DERM) (305) 372-6789

33 S.W. 2nd Avenue, Miami, FL 33130

To report environmental problems call DERM's

24-Hour Environment Emergency

Hotline at (305) 372-6955

It's easy to take for granted the air we breathe, the water we drink, the land we walk on and the plant and animal life we enjoy. But for DERM, looking out for our environment is an around-the-clock job.

DERM manages, restores and protects Miami-Dade's environment, focusing on such issues as air, drinking water and surface water quality monitoring, manatee protection, beach renourishment and habitat restoration. The Department provides on-the-scene emergency response coordination for hazardous material and other incidents, regulates water and sewer utility companies, monitors industrial and commercial sources of air and water pollution, preserves tree resources and environmentally sensitive lands and enforces local, state and federal environmental standards.

The Department's Office of Sustainable Environment and Education's (OSEE) objective is to educate local industries, government agencies, community agencies, and the general public on environmental topics such as resource conservation. Businesses can request free on-site audits and technical assistance for waste minimization, pollution

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prevention, and energy conservation. If you would like for a speaker to come to your classroom, business or community, please contact OSEE at (305) 372-6784.

Miami-Dade Stormwater

Utility Section (305) 372-6688

33 SW 2nd Avenue, Suite 200, Miami, FL 33130

The objectives of the Miami-Dade County Stormwater Utility program include improvements to and maintenance of existing local drainage systems, and development of a comprehensive master plan for the design and construction of improved drainage systems throughout the County's public storm sewer system. The major goal of the program is to reduce the amount of pollutants discharged into surface waters. Another benefit is that drainage is improved and, therefore, there is less flooding of roadways and developed property.

Miami-Dade County's Stormwater Utility Program was created in response to requirements mandated by federal and state agencies. These include the U.S. Environmental Protection Agency's National Pollutant Discharge Elimination System, which requires a permit for stormwater discharge, and also the Florida Air and Water Pollution Control Act, which allows for the establishment of utility fees for the construction, planning, operation, and maintenance of public stormwater utility systems.

The Stormwater Utility charges user fees on all developed property in Miami-Dade County. These revenues are used to pay for a variety of stormwater programs, including planning, construction, operation, and maintenance of public stormwater management systems. For most property owners, the fees are posted on regular water and sewer bills. For those properties not served by the County's public water system, bills are sent directly from the Stormwater Utility to the owner.

Projects developed by the Stormwater Utility will have many benefits for the people and the environment of Miami-Dade County. Cleaner surface water in our lakes, canals, rivers, bay and ocean is just the beginning. By building a comprehensive stormwater system, Miami-Dade County will reduce the damage to property and danger to human life caused by South Florida's heavy rains. For additional information, please call (305) 372-6688.

Adopt-a-Tree Program (305) 372-6555 (recorded info)

Adopt-a-Tree is a community forestry project rebuilding Miami-Dade's tree cover. Miami-Dade County averages 10% tree cover in urban areas. Canopy loss due to Hurricane Andrew, citrus canker, and development resulted in canopy well below the optimum coverage of 30% to 40%. The

Adopt-a-Tree Program was created with the input of community groups, agricultural interests, and government agencies seeking to reforest the county and to increase awareness of the value of shade trees.

Adopt-a-Tree allows all Miami-Dade County single-family and duplex homeowners to adopt trees. Participants must attend an event that is held in various locations throughout the County, giving all Miami-Dade residents the opportunity to participate. People attending the adoption event will be given a 10-minute educational orientation on how to plant and maintain their new trees.

Please call (305) 468-5900 from 9 am-5 pm if you would like to speak with someone personally about the eligibility requirements and upcoming event information. You can also go to www.miamidade.gov/derm/adoptatree

A Disabled and Elderly Program is available to residents who are unable to attend and/or plant their new trees. Call (305) 372-6555 for more information on this program and to hear recorded event info.

FIRE RESCUE SERVICES

Miami-Dade County Fire Department (786) 331-5000

9300 N.W. 41st Street, Miami, FL 33178

Frequently called numbers:

EMERGENCIES 9-1-1
Central Records (Incident Reports) .. (786) 331-4900
Employment Hotline (786) 331-4700
Fire Board Members (786) 331-5050
Fire Inspections/Investigations/
Fire Prevention (786) 331-4800
Firemen's Benevolent Association .. (305) 271-3890
Hydrant Malfunctions (305) 274-9272
International Association of
Fire Fighters Local 1403 (305) 593-6100
Community Affairs Bureau (786) 331-4920
Public Affairs Bureau (786) 331-5200

Responding quickly to emergencies, the Miami-Dade Fire Department (MDFD) is the largest fire rescue service in the southeastern United States. Its units are based at over 50 fire stations, with more to be added soon.

Fire prevention and safety education for residents and students also top the list of priorities for MDFD.

GARBAGE/TRASH COLLECTION

Miami-Dade County Department of

Solid Waste Management (305) 594-1500

8675 N.W. 53rd Street, Suite 201, Miami, FL 33166

Website: www.miamidade.gov

Residential Garbage/Trash Service

If you're up at the crack of dawn on weekdays, chances are you know the familiar hum of Miami-Dade's garbage trucks. Rain or shine, the County's faithful garbage collectors provide curbside service twice a week (either Mondays and Thursdays, or Tuesdays and Fridays, depending on your location). And as long as your garbage is curbside by 7 a.m., they are at your service on every holiday except Christmas, Dr. Martin Luther King, Jr. Day and Independence Day (as observed by Miami-Dade County).

Just place your garbage (food and kitchen waste) in standard 20- to 30-gallon garbage containers with grip handles and tight fitting lids, or in tied plastic bags. You can also set out bundled trash in lengths of no more than four feet using twine, rope, or duct tape. There's no limit to the number of containers or bundles that can be placed at curbside for collection, but each item must weigh less than 50 pounds. Rock, dirt, construction debris, free liquids or home chemicals are not collected. For information on proper management and disposal of these items, see Recycling-Trash & Recycling Centers and the Home Chemical Collection Program.

Weekly Curbside Trash

Each week, on your second garbage collection day, you can set out up to two bulky items (e.g., a sofa, chair, or refrigerator). There's no need to schedule collection of these items in advance. If they can't be collected on your second garbage day, they'll be picked up on the next business day.

Scheduled Bulky Waste Collection

If you need to dispose of large amounts of furniture, tree cuttings, and other bulky items, call (305) 594-1500 (weekdays, 8 a.m. - 5 p.m.) to schedule a pick-up before placing the trash at the curb. You can also schedule your annual pick-up online 24 hours a day, seven days a week at www.miamidade.gov/dswm

Home Chemical Collection Program

Improper disposal of oil based paints, mineral spirits, bug and weed killers, pool chemicals, solvents and other home chemicals can pollute our drinking water and present a hazard to collection crews. A free and safe disposal option is available. Non-commercial residents can bring these items (up to 50 pounds) to the Home Chemical Center at 8831 NW 58 Street. The Center is open Wednesdays (9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m.) and Saturdays (8:30 a.m. to 12:00 p.m. and 12:30 p.m. to 5:00 p.m.). Call (305) 597-1768 for addition information.

Recycling

See Recycling, page 23.

HEALTH CARE

University of Miami/Jackson Memorial Medical Center Public Health Trust

1611 N.W. 12th Avenue, Miami, FL 33136-1094

Jackson Memorial Hospital Directory

Clinics - General Appointments

(24-hours) (305) 585-6000

Clinics - Rehabilitation

Appointments (305) 585-6262

Community Health Education

Programs (305) 585-5513

Crisis Intervention (305) 355-7777

Emergency Care Center (305) 585-6901

Emergency PEDI Walk-in (305) 585-7600

Mental Health Information (305) 355-8234

Main Operator (305) 585-1111

Personnel/Employment Office ... (305) 585-6081

Private Patient Referrals (305) 243-5757

Private Pediatrics Referrals ... (305) 243-5757

Rape Treatment Hotline (305) 585-7273

Ryder Trauma Center Information . (305) 585-1152

Public Relations (305) 585-7213

Volunteer Services (305) 585-6541

One of the country's most prestigious medical centers is located right here in Miami-Dade County. The University of Miami/Jackson Memorial Medical Center is home to more than 40 special programs and centers, including Jackson Memorial Hospital, the University of Miami Hospital and Sylvester Comprehensive Cancer Center, the UM School of Medicine, JMH Ryder Trauma Center, Bascom Palmer Eye Institute/Anne Bates Leach Eye Hospital, the UM/JMH Burn Center, and a variety of other research and health related institutions.

Every year, thousands of people walk through the doors of Jackson Memorial Hospital, Miami-Dade's community hospital and major teaching and research facility. Rated as one of the nation's top hospitals, it is publicly supported and operated by the Public Health Trust of Miami-Dade County.

HIV/AIDS Related Services

Ryan White Title I Program

Miami-Dade County Office of

Management and Budget (305) 375-4742

140 W Flagler Street, Suite 1604, Miami, FL 33130

Those with HIV who are economically disadvantaged or underserved can turn to this federally-funded program for a variety of health and social services such as medical care, substance abuse, mental health counseling, case manage-

Miami-Dade Government Services

ment, prescription drugs, dental care, food and transportation, assistance with utility payments and legal support.

Several providers throughout Miami-Dade County participate in the program, including AIDS service organizations, community based clinics, hospitals and private institutions. In most cases, services are offered free to those who meet financial eligibility.

HOUSING PROGRAMS

Miami-Dade Housing Agency (MDHA)

Website www.miamidade.gov/housing

Email mdha@miamidade.gov

Central Office (305) 644-5100

1401 NW 7th St., Miami, FL 33125

New Markets Division (305) 644-5313

Quality Assurance and Compliance .. (305) 644-5143

Public Housing (305) 644-5123

TDD (305) 638-6606

MDHA Fraud Hotline (305) 644-5302

Applicant & Leasing Center (305) 638-6464

2929 NW 18th Ave., Miami, FL 33142

Waiting List Status (305) 644-5111

Private Rental Housing (305) 250-5250

2153 Coral Way, Miami, FL 33145

Customer Service (305) 250-5232

Development and Loan

Administration (305) 250-5238

2103 Coral Way, Miami, FL 33145

Housing, Planning and

Development (305) 638-5757

3000 NW 32nd Ave., Miami, FL 33142

MDHA administers various affordable housing programs to assist very-low, low-, and moderate-income Miami-Dade County residents in the following areas: subsidized rental housing, homeownership, and rehabilitation for owner-occupied residential properties. Since the demand for housing assistance often exceeds the agency's limited resources, MDHA's Applicant and Leasing Center maintains the agency's waiting lists for the county's subsidized housing programs.

The agency's public housing units are county-owned and professionally managed by its Public Housing division. In addition, MDHA's Private Rental Housing division administers the Section 8 Housing Choice Voucher Program for rental housing in the private market, as well as other special needs housing programs such as for formerly homeless, mentally disabled, and/or has chronic substance abuse, or AIDS. This division also manages the Welfare to Work and Family Unification Programs.

The Housing, Planning and Development Division coordinates community redevelopment and rehabilitation efforts, including county-owned housing stock and the HOPE VI revitalization program.

The New Markets Division administers development in urban and infill areas and facilitates the sale and/or conveyance of vacant county-owned lots for infill housing development purposes. This division also oversees the functions of the Applicant and Leasing Center and the legislative functions of the agency.

MDHA's Development and Loan Administration Division, in conjunction with private lenders and community-based developers, provides funds for the new construction of affordable housing and provides direct financial assistance to first-time home buyers as well as loans for single-family home rehabilitation.

Quality Assurance and Compliance provides audit management and oversight services such as the Fraud Control, Section 3, and fair housing programs, including the Dewey W. Knight Jr./Ann-Marie Adker Fair Housing Center.

Financial Assistance

Miami-Dade Housing Agency (MDHA)

Website www.miamidade.gov/housing

Email mdha@miamidade.gov

Central Office (305) 644-5100

1401 NW 7th St., Miami, FL 33125

Private Rental Housing/Section 8 ... (305) 250-5250

2153 Coral Way, Miami, FL 33145

Section 8 Homeownership (305) 250-5108

Development and Loan

Administration Division (305) 250-5238

2103 Coral Way, Miami, FL 33145

With MDHA's help, very low-, low- and moderate-income persons can receive financial assistance through the private housing market and a variety of affordable housing programs.

Among its better-known programs is Section 8 rental assistance, designed to help very low-, low-, and moderate-income families with rental payments, property rehabilitation and new construction. MDHA also administers the Shelter Plus Care Program and other specialized programs for the homeless. Additionally, this division manages the Welfare to Work program, which provides tenant-based rental assistance to eligible families making the transition from welfare to work, and the Family Unification Program, which provides rental assistance on behalf of families for whom lack of adequate housing is a primary factor in the threat of imminent separation from their children.

MDHA's affordable housing program assists homebuyers by providing second mortgage financing to low- and moderate-income families, and for single-family home rehabilitation loans, including window and storm shutter loans. Local Surtax and state SHIP funds enable MDHA to implement the homebuyer program and affordable rental development program. Call MDHA's Development and Loan Administration for affordable housing information including a list of participating lenders and developers. Additionally, the Section 8 Homeownership program permits Section 8 Housing Choice Voucher participants with the opportunity to apply their vouchers towards a mortgage payment rather than rental payment.

Equal Housing Opportunities

Equal Opportunity Board, Miami-Dade Department of Human Services (305) 375-5272
111 N.W. 1st Street, Suite 2145, Miami, FL 33128

The Equal Opportunity Board works to prevent and eliminate discrimination in housing as well as employment, public accommodations and credit and financing practices. It also investigates complaints alleging violations of the Code's Family Leave provision.

Home Mortgages

Miami-Dade County Bond Program

Miami-Dade County

Finance Authority (305) 372-7990

25 W. Flagler Street, Room 950, Miami, FL 33130

E-mail address hfa@miamidade.gov

The Miami-Dade County Bond Program is a government approved, lower-than-market interest rate, home mortgage program provided by the Miami-Dade County Housing Finance Authority, along with participating lenders. The purpose is to help low- and moderate- income families, on a first-come first-served basis, purchase their first home.

Additionally, through the issuance of multifamily mortgage revenue bonds, the Authority provides capital for the construction or substantial rehabilitation of affordable apartment rental units.

LIBRARIES

Imagine a place where almost everything you want to know is under one roof. You'll find yourself there at a Miami-Dade Public Library. If you're a resident in the Miami-Dade County Library Taxing District, a free library card is all you need to enjoy all the library system has to offer. (Residents of Bal Harbour, Bay Harbor, Hialeah, Miami Shores, North Miami, North Miami Beach, Opa-Locka, and Surfside may obtain a library card for an annual fee.)

The Miami-Dade Public Library System (MDPLS) includes 30 neighborhood branches, the main library, four regional libraries, and a porta-kiosk in the Metrorail Civic Center Station. MDPLS will be opening an additional ten libraries and eight mini-libraries in the next eight years.

And if they don't have what you're looking for, call the Inter-Library Loan Service at (305) 375-4068 to make special requests for research materials not currently part of the library system's holdings. To find out about free programs and exhibitions at the libraries, pick up a copy of the "Quarterly Schedule of Programs."

Here are several best-kept secrets within the library system: an extensive collection of African American history, including one of the largest selections in the world of newspaper and magazine clippings, pamphlets, and other materials related to African Americans; an extensive genealogy department; the Cuba collection that includes a variety of reference and other materials; a Florida department with rare books, photographs and documents; and the Foundation Center that contains information on grants, grant writing, and directories of fund-raising and funding agencies.

You can also find information on patents, books in foreign languages and language learning materials, business research tools, college and career guidance resources, as well as fiction and materials on a variety of other subjects.

You can travel through cyberspace with free Internet access at all libraries. Visit the library's web page at www.mdpls.org.

Libraries:

Allapattah (305) 638-6086

1799 NW 35th Street

Mon.-Thurs., Sat. — 9:30 a.m. to 6 p.m.

Fri. and Sun. — Closed

Civic Center Porta Kiosk (305) 324-0291

Metrorail Civic Center Station

Mon.-Fri. — 6 a.m. to 10 a.m. and 2 p.m. to 6 p.m.

Sat. and Sun. — Closed

Coconut Grove (305) 442-8695

2875 McFarlane Road

Mon., Wed., Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Tues. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

Coral Gables (305) 442-8706

3443 Segovia Street

Mon.-Thurs. — 9:30 a.m. to 9 p.m.

Fri. and Sat. — 9:30 a.m. to 6 p.m.

Sun. — Closed

Miami-Dade Government Services

Libraries (Continued)

Coral Reef(305) 233-8324

9211 Coral Reef Drive

Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.

Tues. and Wed. — 12:30 p.m. to 9 p.m.

Sun. — Closed

Country Walk(786) 293-4577

15433 SW 137th Avenue

Tues., Thurs., and Sat. — 9:30 a.m. to 6 p.m.

Mon., Wed., Fri., Sun. — Closed

Culmer/Overtown(305) 579-5322

350 NW 13th Street

Mon.-Thurs., Sat. — 9:30 a.m. to 6 p.m.

Fri. and Sun. — Closed

Doral(305) 716-9598

9585 NW 41st Street

Tues., Thurs., and Sat. — 9:30 a.m. to 6 p.m.

Mon., Wed., Fri., Sun. — Closed

Edison Center(305) 757-0668

531 NW 62nd Street

Mon.-Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Fri. and Sun. — Closed

Fairlawn(305) 261-1571

6869 SW 8th Street

Mon., Wed., Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Tues. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

Grapeland Heights(305) 638-5255

1400 NW 37th Avenue

Mon., Wed., Thurs., and Sat. — 9:30 a.m. to 6 p.m.

Tues. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

Hialeah Gardens(305) 820-8520

11300 NW 87th Court, #112-114

Mon.-Thurs. — 2 p.m. to 6 p.m.

Sat. — 9:30 a.m. to 6 p.m.

Fri. and Sun. — Closed

Hispanic(305) 541-9444

2190 West Flagler Street

Mon., Tues., Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Wed. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

Homestead(305) 246-0168

700 N. Homestead Blvd.

Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.

Tues. and Wed. — 12:30 p.m. to 9 p.m.

Sun. — Closed

Kendall(305) 279-0520

9101 SW 97th Avenue

Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.

Tues. and Wed. — 12:30 p.m. to 9 p.m.

Sun. — Closed

Key Biscayne(305) 361-6134

299 Crandon Blvd.

Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.

Tues. and Wed. — 9:30 a.m. to 9 p.m.

Sun. — 1 p.m. to 5 p.m. (mid Oct. to June only)

Lemon City(305) 757-0662

430 NE 61st Street

Mon.-Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Fri. and Sun. — Closed

Little River(305) 751-8689

160 NE 79th Street

Mon.-Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Fri. and Sun. — Closed

Main Library(305) 375-2665

101 West Flagler Street

Mon.-Sat — 9 a.m. to 6 p.m.

Thurs. — 9 a.m. to 9 p.m.

Sun. — 1 p.m. to 5 p.m. (mid October to June only)

Miami Beach(305) 535-4219

2100 Collins Avenue

Mon.-Thurs. — 9:30 a.m. to 9 p.m.

Fri. and Sat. — 9:30 a.m. to 6 p.m.

Sun. — Closed

Miami Lakes/Palm Springs North ..(305) 822-6520

6699 Windmill Gate Road

Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.

Tues. and Wed. — 12:30 p.m. to 9 p.m.

Sun. — Closed

Miami Springs(305) 884-2575

401 Westward Drive

Mon., Wed., Thurs. and Sat. — 9:30 a.m. to 6 p.m.

Tues. — 11:30 a.m. to 8 p.m.

Fri. and Sun. — Closed

Mobile Library Services(305) 480-1729

9445 Coral Way

Mon.-Thurs. and Sat. — 9:00 a.m. to 6 p.m.

No Service on Friday

Model City(305) 636-2233

2211 NW 54th Street

Mon.-Thurs. — 9:00 a.m. to 7 p.m.

Fri. — 9:00 a.m. to 6 p.m.

Sat. & Sun — Closed

Libraries (Continued)

Naranja(305) 242-7935

27060 S. Dixie Highway
Mon., Wed., Thurs. and Sat. — 9:30 a.m. to 6 p.m.
Tues. — 11:30 a.m. to 8 p.m.
Fri. and Sun. — Closed

North Central(305) 693-4541

9590 NW 27th Avenue
Mon., Tues., Wed. and Sat. — 9:30 a.m. to 6 p.m.
Thurs. — 11:30 a.m. to 8 p.m.
Fri. and Sun. — Closed

North Dade Regional(305) 625-6424

2455 NW 183rd Street
Mon.-Thurs. — 9:30 a.m. to 9 p.m.
Fri. and Sat. — 9:30 a.m. to 6 p.m.
Sun. — 1 p.m. to 5 p.m. (mid October to June only)

North Shore(305) 864-5392

7501 Collins Avenue
Mon., Tues., Thurs. and Sat. — 9:30 a.m. to 6 p.m.
Wed. — 11:30 a.m. to 8 p.m.
Fri. and Sun. — Closed

Northeast(305) 931-5512

2930 Aventura Blvd.
Mon.-Thurs. — 9:30 a.m. to 9 p.m.
Fri. and Sat. — 9:30 a.m. to 6 p.m.
Sun. — Closed

Shenandoah(305) 854-5286

2111 SW 19th Street
Mon., Tues., Wed. and Sat. — 9:30 a.m. to 6 p.m.
Thurs. — 11:30 a.m. to 8 p.m.
Fri. and Sun. — Closed

South Dade Regional(305) 233-8140

10750 SW 211th Street
Mon.-Thurs. — 9:30 a.m. to 9 p.m.
Fri. and Sat. — 9:30 a.m. to 6 p.m.
Sun. — 1 p.m. to 5 p.m. (mid October to June only)

South Miami(305) 667-6121

6000 Sunset Drive
Mon., Thurs., Fri. and Sat. — 9:30 a.m. to 6 p.m.
Tues. and Wed. — 12:30 p.m. to 9 p.m.
Sun. — Closed

South Shore(305) 535-4223

225 Washington Avenue
Mon.-Thurs. and Sat. — 9:30 a.m. to 6 p.m.
Fri. and Sun. — Closed

Tamiami(305) 223-4758

13250 S.W. 8th Street
Mon.-Thurs. — 2:00 p.m. to 6 p.m.
Sat. — 9:30 a.m. to 6 p.m.
Friday — Closed

West Dade Regional(305) 223-4758

9445 Coral Way
Mon.-Thurs. — 9:30 a.m. to 9 p.m.
Fri. and Sat. — 9:30 a.m. to 6 p.m.
Sun. — 1 p.m. to 5 p.m. (mid October to June only)

West Flagler(305) 442-8710

5050 West Flagler Street
Mon., Wed., Thurs. and Sat. — 9:30 a.m. to 6 p.m.
Tues. — 11:30 a.m. to 8 p.m.
Fri. and Sun. — Closed

West Kendall Regional(305) 385-7135

10201 Hammocks Blvd.
Mon.-Thurs. — 9:30 a.m. to 9 p.m.
Fri. and Sat. — 9:30 a.m. to 6 p.m.
Sun. — 1 p.m. to 5 p.m. (mid October to June only)

Outreach Services

Connections

Library Service for the Homebound ..(305) 375-5233

101 West Flagler Street

Project LEAD(305) 375-5323

Literacy for Every Adult in Dade
101 West Flagler Street

Talking Books ... (305) 751-8687 or 800-451-9544

150 NE 79th Street

Outreach Library Services

Read on for library programs that bring the joy of reading to those who otherwise wouldn't have it: The Talking Books Library, part of the Library of Congress National Library for the Blind and Physically Handicapped, provides current popular books and magazines on cassette tapes or records to Miami-Dade and Monroe County residents who are unable to read small print, hold a book or turn the pages of a book due to a physical or visual disability. More than 40,000 items are available for check-out by mail at no charge to eligible patrons. For more information, call (305) 751-8687.

Through funding by a Library Services and Construction Act (LSCA) federal grant, deaf and hearing-impaired library patrons may borrow closed-captioned decoders and communicate with all libraries using Telecommunication Device for the Deaf. The Library System also provides closed-

Miami-Dade Government Services

captioned videos, sign language materials, and books, pamphlets, and periodicals of interest to the deaf and hearing impaired and their families. For more information, call (305) 375-2658. Homebound and elderly residents who can't visit the library have access to the library through Connections, a program providing regular and large print books, foreign language materials and music and video cassettes through the mail.

Outreach programming, book deposit collections, and Programming Resources for the Elderly are also provided to retirement residences, senior centers, and clubs. For more information, call (305) 375-5233. Project L.E.A.D. (Literacy for Every Adult in Dade) provides confidential, one-on-one tutoring for adults in basic reading and writing. Potential adult students or volunteers can call (305) 375-5323. No prior teaching experience is necessary.

The S.M.A.R.T Program (Science, Math, and Reading Tutorial) provides homework assistance for students from kindergarten through 12 grade. Certified teachers tutor children in all branch libraries on Saturday mornings between 10 a.m. and 1 p.m. during the regular school year (September through June).

LICENSES

Dogs and Cats

Miami-Dade Police

Department (305) 884-1101 Ext. 222

Animal Services Unit

7401 N.W. 74th Street, Miami, FL 33166

Call the Animal Services Unit to adopt, sterilize, or license your dogs and cats. Adoption fees, which include micro chipping and sterilization, are \$8.25. License tags for dogs (mandatory under the law) are \$20 if sterilized and \$32 if not. License tags for cats (optional) are \$2 if sterilized and \$4 if not. Licenses may also be purchased from your veterinarian or any Team Metro office location.

Licenses below can also be purchased at the South Dade Government Center, 10710 S.W. 211 Street (Cutler Ridge Blvd., Room 104. Phone: (305) 232-3830 or (305) 372-6309 TDD.

Marriage Licenses

Miami-Dade County Clerk's Office . . (305) 275-1155

140 W. Flagler Street, Room 1503, Miami, FL 33130

Don't find yourself standing at the altar without a marriage license. Especially when it's so convenient to get one. You can apply for the license no more than 59 days before

your wedding date at any one of the local district courts listed on page 9 of this guide. You'll need to bring along \$88.50 (payable in cash, VISA, or MasterCard and subject to change.) The Marriage License Division of each court is open Monday through Friday, from 8:30 to 4:30 p.m.

Hunting and Fishing Licenses

Tax Collector Division

Miami-Dade County/Finance Department

Tax Collection Division (305) 375-5678

For more information visit our website at:

www.miamidade.gov

Office locations:

140 W. Flagler Street, 14th Floor, Miami, FL 33130

South Dade Government Center . . . (305) 232-3830

**10710 SW 211th Street (Cutler Ridge Blvd.) Room 104,
Miami, FL 33189**

To hunt or fish in Miami-Dade County, you must purchase a license with cash or check and renew it every year. The license you'll need depends on the length of time you need it, the state you live in, and the type of hunting or fishing you want to do.

For your convenience, the Tax Collector Public Service Office is open for business on the first floor of the 140 W. Flagler Street building with extended hours of operation from 8:00 a.m. through 6:00 p.m., Monday through Friday excluding holidays. The office collects Real Estate, Auto Tag, Occupational License, Hunting and Fishing License, and Stroller Permit Payments. Tax Collector offices on the 12th and 14th floor are open to the public from 8:00 a.m. to 4:30 p.m.

Occupational Licenses

Tax Collector Division

Miami-Dade County/Finance Department

24-Hour Information Line. (305) 270-4949

Tax Collection Division (305) 375-5678

For more information visit our website at:

www.miamidade.gov

Office locations:

140 W. Flagler Street, 14th Floor, Miami, FL 33130

South Dade Government Center . . . (305) 232-3830

**10710 SW 211th Street (Cutler Ridge Blvd.) Room 104
Miami, FL 33189**

An occupational license is required by County ordinance for every person or firm engaged in a business. Occupational licenses are issued for one year beginning October 1st and expire on September 30th of each year. Licenses are transferable when there is a change of ownership, business location, or trade name.

For your convenience, the Tax Collector Public Service Office is open for business on the first floor of the 140 W. Flagler Street building with extended hours of operation from 8:00 a.m. through 6:00 p.m., Monday through Friday excluding holidays. The office collects Real Estate, Auto Tag, Occupational License, Hunting and Fishing License, and Stroller Permit Payments. Tax Collector offices on the 12th and 14th floor are open to the public from 8:00 a.m. to 4:30 p.m.

Business Licensing

Miami-Dade Consumer Services

Department (305) 375-4222

140 West Flagler Street, 9th Floor, Miami, Florida 33130

A license or registration is required prior to conducting the following businesses anywhere in Miami-Dade County: motor vehicle repair, locksmith, moving, water remetering, title loan lender, telecommunications service (unincorporated area only), cable television, ambulance, non-emergency medical transportation, jitney, tour van, taxi, private school bus, special transportation service, or other private for-hire transportation.

Certificate of Use and Occupancy

Miami-Dade County Department of Planning and Zoning

Zoning Permit Section (786) 315-2650

11805 Coral Way, Miami, FL 33175

24-hour Information Line (305) 271-1242

All businesses in Miami-Dade County must obtain a Certificate of Use and Occupancy, also known as a Zoning Use Permit or C.O., prior to opening. This certificate must be maintained and posted on the premise.

Certificate of Competency

Miami-Dade County Building Code Compliance Office

Contractor Section (305) 375-2527

140 West Flagler Street, Suite 1602, Miami, FL 33130

Chapter 10 of the Code of Miami-Dade County requires every person, firm, joint venture, partnership or corporation who acts as contractor or sub-contractor to obtain a Certificate of Competency in the categories of Building, Building Specialties, Electrical, Mechanical, Plumbing of Liquefied Petroleum Gas. Applicants must submit letters of reference from a licensed contractor as documentary proof of their experience and W-2 forms covering employment.

MOSQUITO CONTROL

Miami-Dade County Public Works

Department (305) 592-1186

Mosquito Control Division

8901 N.W. 58th Street, Miami, FL 33178

Are mosquitoes taking a bite out of you? They may be coming from your own yard! Mosquitoes lay their eggs in containers such as old tires, buckets, cans and birdbaths filled with water that may be lying around your yard. After the eggs hatch in about a week, the adult mosquitoes emerge – ready to bite. Call the Mosquito Control Division if you need help in getting rid of these annoying pests that can transmit deadly diseases.

PARK AND RECREATION FACILITIES

Miami-Dade Park and Recreation Department

275 NW 2nd Street, Miami, FL 33128

For information and to receive

a parks guidebook: (305) 755-7800

If outdoor fun is what you crave, head to one of the Miami-Dade Park and Recreation Department's 400+ parks, recreation, and cultural facilities. There's something for everyone at Miami-Dade Park's five golf courses; six full-service marinas; 18 swimming pools; eight lakes; four campgrounds; 50 tennis centers with more than 200 tennis courts; more than 100 ballfields for baseball, soccer, football, and softball; 50 multi-use courts for racquetball, volleyball, and basketball; two AAU regulation running tracks; two football stadiums; salt and freshwater fishing areas; bridle trails; rental and charter boats; jogging and exercise paths; picnic and party facilities; and much more.

If you're the adventurous type, try an Eco-Adventure Tour. Walk, bike, snorkel kayak or canoe and learn about the area's pristine parks and historic sites. You'll study natural areas, learn of South Florida's diverse cultures and history, enjoy the beauty of the environment, and experience personal encounters with wildlife.

But that's not all. Do something different and take a tour of one of the world's largest sea turtle hatcheries. Learn about sea life on a snorkeling trip or birdwatch on a pontoon boat ride. Visit Amelia Earhart Park and take a look at our agricultural past at a replica of a turn-of-the-century pioneer farm complete with a petting zoo. Also at Amelia Earhart Park is a bark park and Miami-Dade County's only skate park with facilities for in-line skaters and skateboarders. Amelia is also home to Tom Sawyer's

Miami-Dade Government Services

Island, a child's paradise with its rope bridge, swings and slides, and climbing tower.

Attractions include the world-class cageless Metrozoo; the Charles Deering Estate, 420 acres that are vitally important archeologically, historically and environmentally; and the Fruit & Spice Park, the only park of its kind in the U.S. with 500 varieties of fruit, nut, and spice trees. Miami-Dade Parks also sponsors special events such as the Dade County Youth Fair, the Royal Caribbean Senior PGA Tournament, the NASDAQ 100 Open Tennis Tournament, the Asian Arts Festival, and Metroboo.

The Natural Areas Division manages approximately 6,000 acres of pineland, hardwood hammock, and mangrove forest, and maintains the Atlantic beachfront from Government Cut on the lower Miami Beach to the tip of Sunny Isles for the enjoyment of future generations.

MAJOR REGIONAL PARKS:

Amelia Earhart Park (305) 769-2693

401 E. 65th St. Hialeah, FL 33013

***A.D. "Doug" Barnes Park** (305) 666-5883

3401 S.W. 72nd Ave., South Miami, FL 33155

***Arch Creek Park** (305) 944-6111

1855 N.E. 135th St., North Miami, FL 33181

***Bill Sadowski Park and**

Nature Center (305) 255-4767

17555 S.W. 79th Ave., Miami, FL 33157

Greynolds Park (305) 945-3425

17530 W. Dixie Highway, North Miami Beach, FL 33160

Kendall Indian Hammocks Park ... (305) 596-9324

11395 S.W. 79th St., Miami, FL 33173

Tamiami Park (305) 223-7070

11201 S.W. 24th Street, Miami, FL 33165

Tropical Park (305) 226-8315

7900 Bird Road (S.W. 40th Street), Miami, FL 33155

***Nature Center locations**

BEACHES

Crandon Park (305) 361-5421/5484

4000 Crandon Blvd., Key Biscayne, FL 33149

Haulover Park (305) 947-3525

10800 Collins Ave., Miami Beach, FL 33167

Matheson Hammock Park (305) 665-5475

9610 Old Cutler Rd., Miami, FL 33156

MARINAS

Black Point Marina (305) 258-4092

24775 S.W. 87th Avenue, Miami, FL 33032

Crandon Park Marina (305) 361-1281

4000 Crandon Boulevard, Key Biscayne, FL 33149

Haulover Marina (305) 947-3525

10800 Collins Avenue, Miami Beach, FL 33167

Homestead Bayfront Marina (305) 230-3033

9698 S.W. 328th Street, Homestead, FL 33090

Matheson Hammock Marina (305) 665-5475

9610 Old Cutler Road, Miami, FL 33156

Pelican Harbor Marina (305) 754-9330

1275 N.E. 79th St. Causeway, Miami, FL 33138

CAMPGROUNDS

Camp Owaissa Bauer (305) 247-6016

17001 S.W. 264th Street, Homestead, FL 33031

Larry and Penny Thompson Park .. (305) 232-1049

12451 S.W. 184th Street, Miami, FL 33177

A.D. Barnes Leisure Access Center ... (305) 665-5319

3401 S.W. 72nd Ave., Miami, FL 33155

GOLF COURSES

Crandon Park Golf Course (305) 361-9129

6700 Crandon Blvd., Key Biscayne, FL 33149

Palmetto Golf Course (305) 235-1069

9300 S.W. 152nd St., Miami, FL 33157

Greynolds Golf Course (305) 945-3425

17530 W. Dixie Highway, Miami, FL 33161

County Club of Miami (305) 829-8449

6801 N.W. 186th St., Miami, FL 33015

Briar Bay Golf Course (305) 235-6754

9399 S.W. 134th St., South Miami, FL 33176

Haulover Golf Course (305) 940-6719

10800 Collins Avenue, Miami Beach, FL 33154

MAJOR ATTRACTIONS

Deering Estate (305) 235-1668

16701 S.W. 72 Avenue, Miami, FL 33157

Fairchild Tropical Garden (305) 667-1651

10901 Old Cutler Road, Coral Gables, FL 33156

Fruit & Spice Park (305) 247-5727

24801 S.W. 187th Ave., Homestead, FL 33031

Gold Coast Railroad Museum (305) 253-0063

12450 S.W. 152 Street, Miami, FL 33177

Metrozoo (305) 251-0400

12400 S.W. 152nd St., Miami, FL 33177

PARKING

Parking Violations Bureau

Miami-Dade County Clerk's Office, District Court Division
Courthouse East, 22 N.W. 1 St., 4th Floor, Miami, Florida 33128

24-hour Parking Violation

Information (305) 275-1133

Baby Stroller Parking Permits (305) 468-5900

Disabled Parking Permits (305) 375-3591

Miami-Dade County Finance Department

140 W. Flagler St., Room 102, Miami, FL 33130

Need a parking permit? Application forms for four-year and 90-day exemption parking permits are available from any Tax Collector or tag agent's office. The application form must be completed by the applicant and certified by an authorized medical practitioner or agency. Parking permit fees are set by law at \$15.00. One additional four-year permit may be obtained for \$1.00. Baby stroller parking permits may be purchased at any Team Metro office or Tax Collector, 140 W. Flagler Street, Room 102.

POLICE SERVICES

Miami-Dade Police Department

Headquarters Complex (305) 471-1780

9105 N.W. 25th Street, Miami, FL 33172

Miami-Dade's Police Department, the largest in the Southeastern United States, provides municipal police services to the unincorporated areas of Miami-Dade County, and specialized police support to the entire community. If you live in a municipality, check with your city government for police service listings.

Important Telephone Numbers

Emergency Dispatch 9-1-1

Complaint Desk/

Non-Emergencies (305) 476-5423

Community Affairs Bureau (305) 471-1716

Auto Theft Task Force (305) 994-1000

Homicide (305) 471-2400

Domestic Crimes Bureau (305) 418-7200

Professional Compliance Bureau .. (305) 599-3550

Robbery Bureau (305) 471-2142

Juvenile Investigations Section .. (305) 471-2120

Media Relations Bureau (305) 471-1900

Crimestoppers (305) 471-TIPS

Sexual Crimes Bureau (305) 477-1112

Animal Services Unit (305) 884-1101

For Your Safety:

Help keep your neighborhood safe by learning how to identify potential problems and working with your neighbors to safeguard your community against crime.

Join a neighborhood crime watch team or form a new one. To learn more, call your neighborhood police station (listed below) or Citizens' Crime Watch at (305) 471-1670. Citizens' Crime Watch is a non-profit organization that brings people together to prevent neighborhood crime and works to initiate and support legislation designed to increase the effectiveness of law enforcement.

Attend Citizens Advisory Committee (CAC) meetings and let your local police know what's going on in your neighborhood. Each CAC meets once a month at one of the eight neighborhood police stations below. Committee members discuss a wide range of community problems and together with their district commander, work out solutions, and get action. Call the station nearest you for more information.

Discover firsthand what it's like to fight crime. Call the Community Affairs Bureau at (305) 471-1716 to find out about the Citizen's Police Academy and the Citizens' Volunteer Program. Additionally, for information on how to join the Police Reserve Officer Program, contact the Police Headquarters Section at (305) 471-1775.

It is important to remember that the number to call to report an emergency is 9-1-1; however, to report all other types of non-emergency calls for police service contact the Complaint Desk at (305) 476-5423.

Get a FREE home or business security survey. Call your neighborhood police station.

Neighborhood Police Stations

- 1. Airport Station (305) 876-7373**
Miami International Airport, P.O. Box 592075, Building 3033, Miami, FL 33159
- 2. Carol City Station (305) 626-7950**
18805 N.W. 27 Avenue, Miami, FL 33056
- 3. Cutler Ridge Station (305) 378-4300**
10800 S.W. 211th Street, Miami, FL 33189
- 4. Doral Station (305) 471-2800**
9101 N.W. 25th Street, Miami, FL 33172
- 5. Hammocks Station (305) 383-6800**
10000 S.W. 142nd Avenue, Miami, FL 33186
- 6. Intracoastal Station (305) 940-9980**
15665 Biscayne Boulevard, Miami, FL 33160
- 7. Kendall Station (305) 279-6929**
7707 S.W. 117th Avenue, Miami, FL 33173
- 8. Miami Lakes Station (305) 698-1500**
5975 Miami Lakes Drive East, Miami, FL 33014
- 9. Northside Station (305) 836-8601**
2950 N.W. 83rd Street, Miami, FL 33147
- 10. Police Operations Bureau (305) 571-3000**
2917 Biscayne Boulevard, Miami, FL 33137
- 11. Public Housing Police Station .. (305) 644-5158**
1341 N.W. 7th. Street, Bldg. A, Miami, FL 33135

Miami-Dade Government Services

PUBLIC WORKS

Miami-Dade County Public Works

Department(305) 375-2694

111 N.W. 1st Street, Suite 1610, Miami, FL 33128-1970

Call the following offices to report concerns or code violations:

Road, canal and bridge maintenance, including storm drain cleanup and pavement repairs ... (305) 592-3115

Traffic control through signalization, signage and pavement markings, including installation and repair of signals, and street name and regulatory signs (305) 592-3580

Road and bridge construction (305) 375-2111

Road and bridge design, including project scheduling for the Transportation Improvement Program, project design and bidding (305) 375-2092

Administration of special taxing districts, including creation, modifications, and assessments .. (305) 375-2203

Concurrency and developmental impact review (305) 375-2701

Permitting for construction in public rights-of-way, including roads and streets under Miami-Dade County jurisdiction, and in utility and other easements (305) 375-2142

REAL AND PERSONAL PROPERTY TAXES

Tax Collector Division

Miami-Dade County/Finance Department

24-Hour Information Line (305) 270-4916

Tax Collection Division (305) 375-5678

For more information visit our website at:

www.miamidade.gov

Office locations:

140 W. Flagler Street, 14th Floor, Miami, FL 33130

South Dade Government Center (305) 232-3830

10710 SW 211th Street (Cutler Ridge Blvd.) Room 104

Miami, FL 33189

Real and Personal Property Taxes become due and payable on November 1st of each year. For payments on property taxes, taxpayers can take advantage of the following discounts:

- 4% if paid in November
- 3% if paid in December
- 2% if paid in January

- 1% if paid in February

- Gross tax if paid in March, no discount applies.

Real estate taxes become delinquent on April 1 of the following year in which they were assessed. A three percent (3%) penalty is added to the gross tax amount due. Discounts do not apply to delinquent payments. If a taxpayer does not receive a tax notice in November, it is the taxpayer's responsibility to contact the Tax Collector's office to request a duplicate bill.

Payments made by cash are only accepted at our two office locations. Checks or money orders may be mailed to the downtown location. Personal checks must be made out to: Miami-Dade County Tax Collector, must be in U.S. funds and drawn on U.S. banks, and must have your folio number on the check, money orders and/or cashier's check.

The Tax Collector's Office is authorized to allow taxpayers an alternative payment plan (installment plan) if their estimated taxes are more than \$100.00. The taxpayer must complete a Notice and Application for Alternative Payment form, or request in writing to the Tax Collector's Office prior to May 1. The first payment must be made no later than June 30. Failure to make the first payment will automatically cancel the participant from the plan, and the taxpayer will be required to pay the taxes due in full by March 31.

If total household income exceeds \$10,000 or \$12,000 and you are 65 or older, taxes that exceed 3% of your household income may be deferred. Social security income is not included as part of household income. If you are under age 65, you may also qualify for the deferment plan if your taxes exceed 5% of your household income.

Applications for homestead tax deferral and installment payment plans are also available at either Tax Collector's office or on our website at: www.miamidade.gov.

For your convenience, the Tax Collector Public Service Office is open for business on the first floor of the 140 W. Flagler Street building with extended hours of operation from 8:00 a.m. through 6:00 p.m., Monday through Friday excluding holidays. The office collects Real Estate, Auto Tag, Occupational License, Hunting and Fishing License, and Stroller Permit Payments. Tax Collector offices on the 12th and 14th floor are open to the public from 8:00 a.m. to 4:30 p.m.

REAL ESTATE

Deeds, Mortgages, Liens

Clerk of the Courts (305) 275-1155

County Recorder

22 N.W. 1st Street, #104, Miami, FL 33128

The County Recorder is responsible for recording documents related to real estate, deeds, mortgages, satisfactions of mortgages, assignments of mortgages, liens,

subdivision plats, declarations of domicile, notices of commencement, and certificates verifying notary public signatures and seals.

Homestead Exemption

Miami-Dade County Property

Appraisal Department (305) 375-4125

Website . . . www.miamidade.gov/pa

Homestead Exemption Division

111 N.W. 1st Street, 7th Floor, Miami, FL 33128

Senior Citizen Exemption (305) 375-4125

An exemption allows for a reduction in your assessed value under certain conditions. The most common is the \$25,000 Homestead Exemption. To qualify, you must be a permanent resident of Florida and reside on the property on or before January 1 of the year for which the exemption is applied. March 1st is the deadline for applying for exemptions each year. You must re-apply any time there is a change in the ownership or use of the property, otherwise your homestead exemption is automatically renewed.

Other exemptions available are: widow/widower, veteran disability, civilian disability, institutional and senior citizen exemption.

Property Appraisal

Miami-Dade County Property

Appraisal Department

111 N.W. 1st Street, 7th Floor, Miami, FL 33128

Public Information-

Main Office (305) 375-1205

Public Information-

South Dade Office (305) 232-5894

10710 S.W. 211 Street, 2 Floor, Miami, FL 33157

Business Personal Property . . . (305) 375-4070

If you own real estate or business equipment in Miami-Dade County, the Property Appraisal Department places a "just value" assessment on that property. The law defines just value as the amount a willing, knowledgeable buyer would pay to a willing, knowledgeable seller of a property. All appraisals are as of January 1st of the taxing year. Call for more information if you think your land may be classified as agricultural.

RECYCLING

Miami-Dade County Department of

Solid Waste Management (305) 594-1500

8675 N.W. 53th Street, Suite 201, Miami FL 33166

Curbside Recycling Assistance (305) 633-3100

Recycling was never so easy. Once every week, Miami-Dade does it for you, right at your curbside. Just place dry newspapers (along with those color inserts) and flattened

corrugated cardboard no larger than 2 ft. x 3 ft. in your green bin. On the first recycling day of each month, you can place household batteries (AA, AAA, C, D, 9-Volt, button and rechargeable) in the green bin. Batteries must be in a clear "zip-top" plastic bag and in clear view on top of your newspaper and cardboard. From September through December, used telephone directories are collected from the green bin. In your blue bin, place clean clear, brown and green glass food and beverage containers; aluminum and metal food and beverage cans; and plastic containers with the 1, 2 or 3 recycling symbol on the bottom. Leave these green and blue bins at your curb area by 7 a.m. on your recycling day. Curbside recycling is not provided on Christmas and Independence Day (as observed by Miami-Dade County). Need new or replacement bins? Order them online at www.miamidade.gov or call the Department's Customer Service Line at (305) 594-1500.

Trash & Recycling (T & R) Centers

Available only to residents of unincorporated Miami-Dade County and municipalities serviced by the Miami-Dade Department of Solid Waste Management, Neighborhood Trash & Recycling Centers provide a do-it-yourself disposal alternative for household trash and yard trash and up to one cubic yard of construction and demolition debris. Users are also allowed to dispose of up to four standard automobile tires. The disposal of garbage (food-kitchen waste) in these facilities is prohibited! Some centers accept used motor oil for recycling. Centers are open daily from 7 a.m. to 5:30 p.m. year round, except Martin Luther King's Birthday, Independence Day and Christmas (as observed by Miami-Dade County).

T & R CENTER LOCATIONS

North Dade 21500 N.W. 47th Avenue

Norwood 19901 N.W. 7th Avenue

Palm Springs North 17800 N.W. 78th Place

Miami Gardens 16300 N.W. 42nd Avenue

Golden Glades* 140 N.W. 160th Street

West Little River 1830 N.W. 79th Street

Snapper Creek* 2200 S.W. 117th Avenue

Sunset Kendall 8000 S.W. 107th Avenue

Chapman Field# 13600 S.W. 60th Avenue

Richmond Heights 14050 Boggs Drive

West Perrine 16651 S.W. 107th Avenue

Eureka Drive 9401 S.W. 184th Street

South Miami Heights 20800 S.W. 117th Court

Moody Drive* 12970 S.W. 268th Street

#No Tires or White Goods (Refrigerators, Stoves, and Other Appliances) Accepted * Used Motor Oil accepted

Miami-Dade Government Services

Clean and Green Communities

The Department of Solid Waste Management needs your help to keep local neighborhoods clean and green. You can help keep your neighborhood looking its best by "adopting" a spot. First identify a site where litter or dumping is a problem. We'll help you organize a cleanup of the site. Once clean, volunteers from area schools, churches and community groups can adopt the spot to help keep it clean and free of trash and litter. For more information on Clean and Green, call (305) 594-1500.

SOCIAL SERVICES

Miami-Dade Dept. of

Human Services.....(305) 375-5416

111 NW First Street, 22nd Floor, Miami, FL 33128

The Department of Human Services (DHS) is Miami-Dade County's largest provider of comprehensive social and human services covering the full spectrum from children to elderly, disabled to veterans, Welfare-to-Work clients to farm workers, delinquency prevention to rehabilitative services, and emergency assistance to homeless outreach.

Neighborhood Assistance

Bureau(305) 375-2196

111 NW First Street, 21st Floor, Miami, FL 33128

Operates 10 neighborhood multi-purpose service centers from Florida City to the Broward County line. Neighborhood Service Centers were developed to function as one-stop centers for the delivery of human services. Other public and private human service providers are co-located in these centers. Many Centers have meeting rooms that are available for community events and activities by community residents. Services include short-term emergency financial assistance, financial assistance for the medically disabled, relocation assistance, utility assistance, emergency housing, boarding home placement, rent/mortgage/utility assistance for AIDS clients, and voters registration.

Employment Services.....(305) 375-5416

111 NW First Street, 22nd Floor, Miami, FL 33128

Administers employment programs for Welfare-to-Work recipients, public housing residents, summer programs for youth (when funds are available), vocational and seasonal farm worker training, and refugee population. Services include case management, counseling and support. Services programs include: Refugee Service Program, Cuban/Haitian Refugee Initiative, Youth Employment Summer Programs, Passageways to Independence, Hope IV Community Support Services, Farmworker Training, Resident Development Services and Hi-Risk Youth Program.

Child Development Services(305) 633-6481

1701 NW 30 Avenue, Miami, FL 33125

Administers program to assist parents and families needing assistance with childcare for children from infancy up to 13 years of age. Services include resource and referral information on child related services, training and technical assistance for childcare teachers and providers, and eligibility determination and placement through a network of subcontracted licensed facilities throughout Miami-Dade County or through a Voucher Certificate option.

Elderly, Veterans and

Disabled Services.....(305) 576-1667

4500 Biscayne Blvd., Miami, FL 33137

Provides affordable, culturally sensitive, quality services to elderly and young disabled adults to help maintain them in their own homes. Services include training for persons with disabilities which includes independent living skills and employment placement assistance; veterans services which provides assistance to veterans, as well as children, widows, parents of veterans, retired veterans and their families regarding claims to the Department of Veterans Affairs; volunteer opportunities include the Retired and Senior Volunteer Program (RSVP) and the Disability Parking Enforcement Program; adult day care and specialized senior centers which include meals, recreation, health support, and transportation; home care and care planning.

Family Preservation and Family

Support Services(305) 953-6414

690 NW 116 Street, Miami, FL 33168

Provides in-home early intervention to prevent recurrence of abuse and neglect by empowering families while preserving child safety and preventing children from being removed from the home through the provision of a wide range of family preservation services.

Delinquency Prevention

Services (DPS).....(305) 273-4180

11025 SW 84 Street, Miami, FL 33173

Provides needs assessment and case management for juvenile offenders and targeted minorities. Services the Juvenile Assistance Center and provides other diversion services. Offers school, home, community-based crisis, individual, family, and group counseling, academic and cultural enrichment.

Psychological Services(305) 273-4180

11025 SW 84 Street, Miami, FL 33173

Provides specialized individual day treatment services for children and adolescents who have been diagnosed as severely emotionally disturbed with mildly mentally handicapped or above capabilities. Services are geared toward different pop-

ulations based on diagnosis, age, and specific needs. This program is a joint venture with the Miami-Dade County Public School System (MDCPS) who are responsible for referring these children. DHS provides the facility, day-to-day administrative supervision and clinical services. The MDCPS system provides the educational component and transportation.

Domestic Violence Services. (305) 758-2546

The Advocates for Victims Program provides crisis intervention and safe space shelter for victims and families of domestic crimes. Other services include counseling, information and referral to other services, transportation, emergency financial assistance, emergency food and clothing, and advocacy and support.

Family and Victims Services provides individual treatment and family group counseling services for family violence victims and batterers.

Rehabilitative Services. (305) 375-3902

111 NW First Street, Suite 2150, Miami, FL 33128

Provides an array of comprehensive substance abuse treatment and intervention services countywide through evaluation and referral, homeless assistance, residential and transitional living treatment programs, evaluation services to criminal justice involved adults, substance abuse treatment for sentenced offenders and outpatient treatment for diverted drug possession offenders and criminal justice involved adults. Also, assists individuals and families with placement in shelters and other living facilities, and a variety of outreach activities and presentations, primarily substance abuse related, with special emphasis on minorities and school age youth.

Contracts Management (305) 375-2196

111 NW First Street, Suite 2150, Miami, FL 33128

Responsible for the management of selected contracts awarded to Community-Based Organizations by the Miami-Dade County Board of County Commissioners, the Alliance for Human Services, and the Miami-Dade County Youth Crime Task Force. Through its contractual relationship with Community-Based Organizations, the Department of Human Services strives to provide an array of social and human services to enhance the quality of life for eligible individuals residing in Miami-Dade County.

Equal Opportunity Board (EOB). . . . (305) 375-5416

111 NW First Street, Suite 2150, Miami, FL 33128

A quasi-judicial agency charged with the enforcement of Miami-Dade's ordinance prohibiting discrimination in housing, public accommodations, credit and financing practices, family leave and domestic violence leave. This Board seeks to resolve claims of discrimination through investigations, mediation and conciliation, and serves as

an advisory board to the Board of County Commissioners on matters concerning civil rights in Miami-Dade.

Miami-Dade

Community Action Agency (CAA) (305) 347-4600

395 N.W. 1st Street, Miami, Florida 33128

Fax. (305) 372-8745

A member of the Community Action Partnership, a national partnership of anti-poverty programs, the Miami-Dade Community Action Agency (CAA) is a community-based organization which functions under the auspice and leadership of a Board of Directors, which includes representation from neighborhood advisory committees serving twenty-two (22) target areas or concentration of poverty in Miami-Dade County.

The Community Action Agency provides a comprehensive delivery system of services for infants and toddlers through elderly residents in Miami-Dade County. The Department encourages the residents of Miami-Dade County to become involved in the local fight against poverty by encouraging citizens to play a more active role in their communities through the concept of citizen participation. Residents meet monthly with CAA staff to discuss social services and other neighborhood concerns. A schedule of meeting locations and times can be obtained by contacting the Division of Citizen Participation at (305) 347-4664.

CAA also provides staff support for the Community Action Agency Foundation, a not-for-profit human services organization that provides additional financial support for the Department's programs, as well as local poverty issues.

The following list contains the programs offered through CAA. Call to find out what programs are available in your neighborhood and program qualifications.

CAA Programs for Elderly Residents:

Senior Community Service and

Employment Program (305) 233-1627

Promotes self-sufficiency among workers age 55 and older, this program offers short-term employment opportunities, computer training, career skills training and job referrals.

Meals for the Elderly (305) 347-4674

Provides an opportunity for seniors age 60 and over to gather with fellow seniors for hot nutritious meals five days a week in addition to a variety of other support services. The goal of this program is to allow older persons to remain active and not institutionalized.

Miami-Dade Government Services

Meals on Wheels..... (305) 347-4650

This program provides assistance to low-income homebound seniors who are ill or disabled by providing delivery of frozen prepared meals right to their door. The Meals on Wheels program provides services to residents in Northwest and Downtown Miami from Flagler Street North to NW 36 Street, Miami Avenue West to 27th Avenue, up to NW 57th Ave, 79 Street to County Line Road, Opa-Locka, Carol City and now serving Commissioner Martinez, District XI.

Foster Grandparent Program (305) 347-4644

Low-income residents ages 60 and older can volunteer to assist with children with special needs. Foster grandparents receive a stipend in addition to a transportation allowance, a daily hot meal, annual physical exams, case management services and referrals to needed programs.

Senior Companion Program (305) 347-4651

Seniors 60 and older assist other seniors less fortunate than themselves in the home by providing companionship and allowing the family some time away. Senior Companion volunteers earn a stipend, travel and meal allowances, free training and annual physicals, as well as case management and referrals to needed programs.

Programs for Children and Families

Head Start/

Early Head Start (305) 347-4622

CAA's Head Start/Early Head Start program is a nationally recognized program of excellence that provides a comprehensive development program for children 0-5 years of age and pregnant women. School readiness is promoted by enhancing the social and cognitive development of low-income children. Health, education, nutrition, social and parent involvement are the major services provided, per the performance standards from the U.S. Department of Health & Human Services, to meet the needs of the children and their families.

Youth Development and

Intervention (305) 347-4640

CAA provides a variety of programs to assist young people in our community with their personal and educational development. Programs range from early intervention, pregnancy prevention and education, training and advocacy for children diverted from the juvenile justice system, group and individual counseling, tutoring, computer training and family development skill building. Youth services are provided through:

South Dade

Adolescent Program..... (305) 254-5855

Project FACE (305) 756-2830

Pine Island After School..... (305) 257-0923

Self Help Institute (305) 347-4640

Individuals and families who are disadvantaged but want to achieve self-sufficiency can find the help they need through the Self Help Institute. Services include employment preparation, youth intervention activities, professional development, computer training, office and clerical skills training, emergency assistance and crisis assistance.

L.I.H.E.A.P. (305) 347-4685

The Low-Income Home Energy Assistance Program provides regular and weather related crisis assistance to individuals and families by assisting them with their home energy expenses.

L.S.I.P. (305) 347-4655

The Life Support Initiative Program provides residents in local municipalities with assistance with the increasing charges associated with water and sewer services. The program is available to residents of municipalities that do not have an agreement with Miami-Dade County for their water and sewer services.

The FATHERS Project (305) 254-5804

The FATHERS Project is a comprehensive family focused effort that is designed to fully engage male parents in their children's lives, while increasing their earning potential through employment. The project provides assessment, job preparation services, job placement, opportunities for remediation, educational and vocational training.

Community Enrichment

Centers..... (305) 347-4640

Individuals experiencing financial difficulties can receive hot meals, food vouchers, rental assistance and temporary housing assistance in addition to other services at Neighborhood Enrichment Centers strategically located throughout the County. Center locations are:

Accion Center (305) 547-7713

858 W. Flager Street

Goulds Center (305) 233-2121

21300 SW 122 Avenue

Liberty Center (305) 756-2830

6100 NW 7th Avenue

Perrine Center..... (305) 254-5804

17801 Homestead Ave

South Beach (305) 672-1704

Homeless Assistance (305) 547-4892

This program provides shelter and transitional housing for homeless families and the frail elderly throughout Miami-Dade County. Also, the program provides appro-

prate social services for family stabilization. The eligibility guidelines regards a "homeless family" as a family of at least two (2) persons, one of whom is a minor and "homeless elderly" as a person who is 55 years old or older.

Immigration Assistance (305) 547-4892

Individuals needing assistance with immigration related matters such as clerical assistance and translation can obtain assistance through this program.

Computer Training and

Employment (305) 347-4685

This program provides basic computer and employability skills instruction to low-income persons who are interested in working with computers. Skills learned will facilitate advancement or immediate entry into the job market. Classroom training is provided in the areas of data entry, computer applications, word processing and professional development. Upon completion of the program, participants receive certificates in their area of concentration and assistance with obtaining employment.

Greater Miami Service Corps (305) 638-4672

Young adults ages 18-23 with an interest in community service and volunteerism can participate in this innovative program that provides opportunities to learn how to address the physical and social needs of your community through a structured, meaningful series of work experience and comprehensive education programs. Participants can also work towards completing their educational goals while receiving computer training and internship programs. They also receive scholarship assistance upon completion.

Citizen Participation. (305) 347-4664

The concept of community action is rooted in giving low-income communities the tools needed for development and improvements. CAA provides this through twenty-two neighborhood advisory committees located throughout the County. It provides a mechanism for communication between citizens and decision-making entities creating opportunities for local residents to involve themselves in the planning and development of their neighborhoods. This program also provides residents with leadership training on advocating for needed improvements, in addition to providing scholarship opportunities for young people and neighborhood beautification assistance with paint distribution.

Energy Programs (305) 438-8604

This program provides low-income residents with materials and labor to make minor repairs to their homes through a variety of energy conservation services and initiatives. The program provides home repairs and improvements that result in producing more energy effi-

cient homes. Weatherization services are provided free of charge to persons who qualify. This program also provides installation of hurricane shutters for low-income elderly residents as well as home mitigation services.

The Community Action

Agency Foundation. (305) 347-4670

<http://www.caafoundation-miami.net>

The Community Action Agency Foundation is a not-for-profit 501c foundation staffed by the Community Action Agency that provides funding to assist low-income individuals and families. The Foundation also provides funding to augment services provided through CAA as well as supporting community initiatives to reduce poverty in Miami-Dade County.

Transportation. (305) 347-4621

The Transportation Unit provides transportation support to Head Start and Elderly Programs for field trips and medical appointments. The unit also provides services to community groups and other organizations in need of transportation services.

Team Metro

Administrative Office (305) 375-4845

111 N.W. 1 Street, 14th Floor, Miami, FL 33178

Answer Center (305) 468-5900

9300 N.W. 41st Street, Miami, FL 33178

TDD (305) 468-5402

Team Metro is the County department established to improve public access to Miami-Dade County government. Team Metro is dedicated to helping citizens and neighborhoods benefit from the large number of county services offered in Miami-Dade County.

Bringing county government closer to the citizens it serves, Team Metro can be found at nine regional offices throughout the County, one main downtown office and an answer center. Each regional office provides direct assistance and outreach to citizens either by telephone or in person. The downtown office houses administrative staff, and the Team Metro Answer Center is located at the emergency operations center.

Team Metro staff answer questions, cut through governmental red tape and help resolve neighborhood concerns. Code compliance experts can assist you in resolving everything from overgrown lots and illegal signs to graffiti and junk and trash removal. You can also visit your neighborhood Team Metro office to purchase transit passes and tokens, bike/rail passes, dog licenses and baby stroller permits. Passport applications are also accepted at all Team Metro locations.

Miami-Dade Government Services

Team Metro's regional offices are your one-stop neighborhood county service centers. Call our Team Metro Answer Center at (305) 468-5900 during weekday business hours to find out which regional office serves you or visit us on the internet at www.miamidade.gov/teametro where you can also look at the Government on the Go (Bus) monthly schedule.

Team Metro REGIONAL OFFICES

Caleb Center (305) 636-2333
5400 N.W. 22nd Avenue, Suite 702, Miami, FL 33142

Kendall, Kendall Town & Country .. (305) 270-4979
11609 S.W. 88th Street, Miami, FL 33183

Melrose (305) 638-6800
2340 N.W. 27th Avenue, Miami, FL 33142

North Central (305) 626-7976
18579 N.W. 27th Avenue, Miami, FL 33056

Northeast (305) 947-9858
1658 N.E. Miami Gardens Drive, Miami, FL 33179

Northwest (305) 557-2171
15450 New Barn Road, Suite 301, Miami, FL 33014

South Dade (305) 234-1510
Cutler Ridge Mall
20505 S. Dixie Highway, Suite 1623, Miami, FL 33189

University (305) 222-2133
1409 S.W. 107th Avenue, Miami, FL 33174

West (305) 480-1700
3800 S.W. 137 Avenue, 2nd Floor, Miami, FL 33175

TRAILER PARKS

Trailer park residents, like tenants in other forms of housing, must follow the terms of their leases or association (in condo parks only). If a resident needs assistance with any of the following topics, they can turn to the agency listed. If you don't know where to begin to resolve a problem, you can also call your local Team Metro Office or the Team Metro Answer Center.

Park Management Issues

Issues regarding changes in park uses, rent increases, park sales or the park management company's practices can be brought to the attention of the Division of Florida Land Sales, Condominiums and Mobile Homes;

State of Florida Department of Business & Professional Regulation (888) 862-7010 (Toll Free)
Website: <http://www.state.fl.us/dbpr/lsc/mobilehomes>

Health & Sanitation

Complaints regarding the sanitation facilities, potable water or garbage and trash disposal can be brought to the attention of the Miami-Dade County Health Department
..... (305) 623-3500

Website: <http://www.dadehealth.org/index.shtml>

Relocation & Outreach Assistance

Residents in need of social services, relocation information or moving assistance can call their local Team Metro office or the Team Metro Answer Center at (305) 468-5900.

Website: <http://www.teammetro@miamidade.gov>

TRANSPORTATION

Miami-Dade Transit

111 N.W. First Street, Suite 910, Miami, FL 33128

Passenger Information (305) 770-3131, Option 6

South of SW 216th (305) 891-3131, Option 6

Monday-Friday 6 a.m. - 10 p.m., Weekends 9 a.m. - 5 p.m.

Comments/Complaints .. (305) 770-3131, Option 4

Monday - Friday 8:30 a.m. - 4:30 p.m.

After-hours Message Line available

Maps-By-Mail

(24 hours daily). (350) 770-3131, Option 3

Metropass Sales Outlets

(24 hours daily). (305) 770-3131, Option 1

Special Transportation

Service (STS) (305) 263-5406

Golden Passport (305) 654-6545

Lost and Found (305) 375-3366

TTY/TDD (305) 654-6530

Traffic headaches disappear when someone else is in the driver's seat. Miami-Dade Transit offers you a care-free ride in an air-conditioned bus or train, 24 hours a day, 365 days a year. Metrobus has more than 90 routes that run throughout the county, 13 of which provide overnight service. The South Miami-Dade Busway features bus-only lanes designed to whisk its passengers to and from the Dadeland South Metrorail station to Cutler Ridge, where transit riders can connect to other bus routes that will take them as far south as the Florida Keys

Metrorail, a 22-mile, rapid-transit system, takes riders from Kendall to just west of the Palmetto Expressway in Medley. It also connects to the Tri-Rail commuter-rail system which links Miami-Dade, Broward, and Palm Beach counties. From Metrorail, you also can connect with Metromover, an automated people mover, which has 20 stops throughout the downtown, Brickell and Omni business areas. Metrorail and Metromover's Inner Loop provide service 24 hours a day, every day. Metromover's Outer Loop provides service from 5:30 a.m. to midnight.

Metrobis, Metrorail and Metromover are all accessible for people with disabilities. Even cyclists can ride on transit through the Bike & Ride program. For more information on transit services, call (305) 770-3131, or (305) 891-3131 for residents living south of 216 Street. Or you can visit Miami-Dade Transit's website at www.miamidade.gov/transit.

TRANSIT FARES:

	<u>Full Fares</u>	<u>Reduced Fares*</u>
Metrobis/Metrorail	\$1.25	\$.60
Metromover	Free	Free
Express Bus	\$1.50	\$.75
Monthly Metropass**	\$60.00	\$30.00

Transfers

Metrobis/Metrorail	\$.25	\$.10
Metrobis to Metromover	Free	Free
Metromover to Metrorail/Metrobis ...	\$1.25	\$.60
Metrorail/Metrobis to Metromover	Free	Free

*** Reduced fare for Medicare recipients, most people with disabilities, and youth in grades 1-12 (with valid permit/ID). Golden Passport users ride free.**

****Metropass available at all Team Metro offices.**

VOTING

Miami-Dade Elections Department . (305) 375-4600
111 N.W. 1st Street, 19th Floor, Miami, FL 33128

Looking forward to casting your vote in an upcoming election? If you haven't already done so, there are plenty of easy opportunities to register to vote, as long as you are at least 17 years old, a U.S. citizen, and a legal resident of Florida in the county in which you are registering. Just call Miami-Dade County's Elections Department or any

Team Metro branch office to register. It only takes minutes and then you can vote any time after your 18th birthday in all federal, state, county, and municipal elections.

WATER AND SEWER

Miami-Dade Water and Sewer Department

3071 S.W. 38th Avenue, 1st Floor, Miami, FL 33146

Customer Service: 8 a.m. – 5 p.m.

New service and disconnections ... (305) 665-7488

Billing charges, high bills,

extensions (305) 665-7477

Complaints Hotline: 8 a.m. – 5 p.m.

Construction debris, broken or missing meter boxes, barricades, sinkholes, un-restored temporary patches/driveways, restore sod/landscaping, missing manhole covers (305) 273-4900

WATERLINE

(24-hour information hotline) .. (305) 448-SAVE

After-Hour Emergency Line ... (305) 274-WASA

One of our most precious resources is in the hands of Miami-Dade's Water and Sewer Department (WASD.) Nearly two million people rely on this department for high quality drinking water as well as wastewater service.

WASD operates three regional water treatment plants that process an average of 330 million gallons of water and three wastewater plants that treat approximately 300 million gallons every day.

Call the Water Line at 448-SAVE for the latest information about water restrictions, how drinking water is treated, lead and drinking water, Xeriscape, water conservation and environmental tips and water saving devices. You can even get free water conservation kits and arrange for a tour of Miami-Dade's water treatment facilities.

The following is a list of locations where you may pay your water and sewer bill. Be sure to call before making the trip. Pay stations can only accept payment for current bills made three or more days before the printed due date. Sub offices provide full-service facilities to make your payments with customer service representatives on hand to discuss any of your questions or concerns.

PAY STATIONS

Check Cashing USA Store #14 (305) 265-9503
8447 Coral Way

Check Cashing USA Store #1 (305) 752-9555
13825 S.W. 88th Street

Miami-Dade Government Services

Sedano's Pharmacy

Discount Store #8 (305) 825-3386

6410 NW 186th Street

SUB OFFICES

Main Office

Douglas Building (305) 665-7471

3071 S.W. 38th Avenue, 1st Floor

Downtown 140 West Flagler Street

Joseph Caleb Center 5400 N.W. 22 Avenue

South 10710 S.W. 211th Street

ZONING

Miami-Dade County Department

of Planning and Zoning

24-hour Information Line (305) 271-1242

Zoning Permit Section (786) 315-2666

11805 S.W. 26th Street, #106, Miami, FL 33175-2474

This section issues Zoning Use Permits, also known as a Certificate of Use and Occupancy or C.O., required by all businesses in Miami-Dade County prior to opening.

See Licenses-Certificates of Use and Occupancy

Zoning Hearing Section (305) 375-2640

111 N.W. 1st Street, 11th Floor, Miami, FL 33128

In unincorporated Miami-Dade County, it is the residents who make virtually all of the zoning decisions in

their neighborhoods. The elected and appointed citizens serving on your area's Community Council function as a "Community Zoning Appeals Board" by reviewing and voting on zoning matters at public hearings held approximately every month. If a Council does not have any pending zoning applications, it does not meet that month. These hearings, which generally begin between 6 p.m. and 7 p.m., are advertised approximately four (4) weeks in advance in the "Neighbors" section of *The Miami Herald* and notices are mailed to the property owners within a specified radius of the site. In most cases, property owners within a 1/2 mile radius are notified.

All Community Council meetings are held "in the sunshine" and are open to the public. By law, Council members may not receive any written or spoken communications about any zoning matter except at the advertised zoning hearing.

Community Councils tackle a variety of zoning requests made by property owners. Your Council may decide to allow a new residential development, shopping center, daycare center or a smaller-than-normal building lot in your neighborhood, for example. The zoning decisions these Councils make affect you and the quality of life in your community so it's important to participate and voice your opinions.

See Community Councils

Miami-Dade County Public Schools

Recently relocated to Miami-Dade County and need to enroll the kids in public school? Or is your precious one ready for a public school Pre-K or Kindergarten program? Either way, there are a few things you'll need to have on hand. All students attending local public schools for the first time must present the following items at registration:

- A properly executed lease; any utility deposit or receipt showing name and address; or statement from a real estate broker or attorney clearly stating the address of the new residence as verification of proof of residence;
- A birth certificate or state-approved alternate documentation to establish proof of date of birth;
- A certificate of Immunization (Children & Family Services Form 680), and;
- A completed Student Health Examination (Children & Family Services-H Form 3040), including proof of tuberculin test, reading of the test, and appropriate follow-up.

School Board Members

District 1 - Robert B. Ingram (D)

District 2 - Solomon C. "Sol" Stinson (D)

District 3 - Michael M. Krop (D)

District 4 - Perla Tabares-Hantman (R)

District 5 - Frank J. Bolaños (R)

District 6 - Manty Sabates Morse (R)

District 7 - Frank Cobo (D)

District 8 - Marta Perez (R)

District 9 - Betsy Kaplan (D)

Superintendent and School

Board Members (305) 995-1334

Fax (305) 995-1360

1450 N.E. 2nd Avenue, Room 309, Miami, FL 33132

School Location Information (305) 995-1128

Citizen information (305) 995-1000

Cities of Miami-Dade County

Miami-Dade County contains 32 distinctly different municipalities (cities). Each municipality has its own government, and provides city services, such as police and zoning protection. The City of Miami is the largest, followed by Hialeah, Miami Beach, North Miami, and Coral Gables. To obtain a current listing of municipal elected officials, call the Dade County League of Cities, Inc. at (305) 557-1722.

AVENTURA (305) 466-8900
19200 W. Country Club Drive Fax: (305) 466-8939
Aventura, FL 33180

BAL HARBOUR (305) 866-4633
655 96th Street Fax: (305) 868-6575
Bal Harbour, FL 33154

BAY HARBOR ISLAND (305) 866-6241
9665 Bay Harbor Terr. Fax: (305) 866-4863
Bay Harbor Island, FL 33154

BISCAYNE PARK (305) 893-7490
640 N.E. 114th Street Fax: (305) 891-7241
Biscayne Park, FL 33161

CORAL GABLES (305) 446-6800
405 Biltmore Way Fax: (305) 460-5350
Coral Gables, FL 33134

EL PORTAL (305) 795-7880
500 N.E. 87th Street Fax: (305) 795-7884
El Portal, FL 33138

FLORIDA CITY (305) 247-8221
404 West Palm Avenue Fax: (305) 242-8133
Florida City, FL 33034

GOLDEN BEACH (305) 932-0744
One Golden Beach Drive Fax: (305) 933-3825
Golden Beach, FL 33160

HIALEAH (305) 883-5820
501 Palm Avenue Fax: (305) 883-5814
Hialeah, FL 33011

HIALEAH GARDENS (305) 558-4114
10001 N.W. 87th Avenue Fax: (305) 819-5319
Hialeah Gardens, FL 33016

HOMESTEAD (305) 247-1801
790 Homestead Boulevard Fax: (305) 246-3241
Homestead, FL 33030

INDIAN CREEK (305) 865-4121
9080 Bay Drive Fax: (305) 865-2502
Indian Creek, FL 33154

ISLANDIA Inactive

KEY BISCAYNE (305) 365-5511
85 West McIntyre Street Fax: (305) 365-8936
Key Biscayne, FL 33149

MEDLEY (305) 887-9541
7331 N.W. 74th Street Fax: (305) 884-4827
Medley, FL 33166

MIAMI (305) 250-5360
3500 Pan American Drive Fax: (305) 250-5456
Miami, FL 33133

MIAMI BEACH (305) 673-7411
1700 Convention Center Drive Fax: (305) 673-7074
Miami Beach, FL 33139

MIAMI LAKES (305) 558-8244
6853 Main Street Fax: (305) 558-8511
Miami Lakes, FL 33014

MIAMI SHORES (305) 795-2207
10050 N.E. 2nd Avenue Fax: (305) 756-8972
Miami Shores, FL 33138

MIAMI SPRINGS (305) 805-5000
201 Westward Drive Fax: (305) 805-5019
Miami Springs, FL 33166

NORTH BAY VILLAGE (305) 756-7171
7903 East Drive Fax: (305) 756-7722
North Bay Village, FL 33141

NORTH MIAMI (305) 893-6511
776 N.E. 125th Street Fax: (305) 893-1367
North Miami, FL 33161

NORTH MIAMI BEACH (305) 947-7581
17011 N.E. 19th Avenue Fax: (305) 787-6036
N. Miami Beach, FL 33162

OPA-LOCKA (305) 688-4611
777 Sharazad Boulevard Fax: (305) 953-2834
Opa-Locka, FL 33054

PALMETTO BAY (305) 238-7192
900 Perrine Avenue Fax: (305) 254-0805
Palmetto Bay, FL 33157

PINECREST (305) 234-2121
11551 S. Dixie Hwy Fax: (305) 234-2131
Pinecrest, FL 33156

SOUTH MIAMI (305) 663-6340
6130 Sunset Drive Fax: (305) 663-6348
South Miami, FL 33143

SUNNY ISLES BEACH (305) 947-0606
17070 Collins Avenue, Suite 250 Fax: (305) 949-3113
Sunny Isles Beach, FL 33160

SURFSIDE (305) 861-4863
9293 Harding Avenue Fax: (305) 861-1302
Surfside, FL 33154

SWEETWATER (305) 221-0411
500 S.W. 109th Avenue Fax: (305) 221-2541
Sweetwater, FL 33174

VIRGINIA GARDENS (305) 871-6104
6498 N.W. 38th Terrace Fax: (305) 871-1120
Virginia Gardens, FL 33166

WEST MIAMI (305) 266-1122
901 S.W. 62nd Avenue Fax: (305) 261-9914
West Miami, FL 33144

State of Florida Government

ELECTED OFFICIALS

Governor:

Jeb Bush (R) (305) 348-6870
Executive Office of the Governor . . . Fax: (305) 348-6873
The Capitol, Tallahassee, FL 32399-0001
jeb.bush@myflorida.com

Lieutenant Governor:

Toni Jennings (R) (850) 488-4441
The Capitol Fax: (850) 487-0801
Tallahassee, FL 32301
www.myflorida.com

Secretary of State:

Katherine Harris (R) (850) 488-3680
The Capitol, Tallahassee, FL 32301
www.dos.state.fl.us/

Attorney General:

Charlie Crist (D) (850) 487-1963
The Capitol, Tallahassee, FL 32399-1050

State Comptroller:

Chief Financial Officer:
Tom Gallagher (R) (850) 413-3100
FL Dept. of Financial Services
200 East Gaines St.
Tallahassee, FL 32399-0300

Commissioner of Agriculture:

Charlie Bronson (R) (850) 487-8000
407 S. Calhoun St.
Tallahassee, FL 32399-6555

Commissioner of Education:

Jim Horne (R) (850) 487-1785
The Capitol, Tallahassee, FL 32301
commissioner@fldoe.org

State Attorney For Miami-Dade County:

Katherine Fernandez-Rundle (D) (305) 547-0100
E. R. Graham Building
1350 N.W. 12th Avenue, Miami, FL 33136

Public Defender for Miami-Dade County:

Bennett H. Brummer (D) (305) 545-1900
1320 N.W. 14th Street, Miami, FL 33125

STATE SENATORS

District 33

Frederica S. Wilson (D) (305) 654-7150
18425 NW 2nd Avenue Fax: (305) 654-7153
Suite 310
Miami, FL 33169
Wilson.Frederica.web@flsenate.gov

District 34

Debbie Wasserman Schultz (D) . . . (954) 704-2934
10100 Pines Boulevard Fax: (954) 704-2936
Bldg B, 2nd Fl
Pembroke Pines, FL 33026-3900
Schultz.Debbie.web@flsenate.gov

District 35

Gwen Margolis (D) (305) 535-5432
HSBC Bank Building Fax: (305) 535-5435
301 41st Street
3rd Floor
Miami Beach, FL 33140
Margolis.gwen.web@flsenate.gov

District 36

Alex Diaz de la Portilla (R) (305) 643-7200
1555 SW 8th Street Fax: (305) 643-7202
Miami, FL 33144-4132
Portilla.alex.web@flsenate.gov

District 38

J. Alex Villalobos (R).....(305) 222-4160
2350 Coral Way Fax: (305) 222-4162
Suite 202-A
Miami, FL 33145-3500
Villalobos.alex.web@flsenate.gov

District 39

Larcenia J. Bullard (D) (305) 668-7344
8603 S Dixie Highway Fax: (305) 668-7346
Suite 304
Miami, FL 33143
Bullard.larcenia.web@flsenate.gov

District 40

Rodolfo "Rudy" Garcia, Jr. (R) (305) 364-3191
7475 West 4th Avenue Fax: (888) 284-8594
Suite B
Miami Lakes, FL 33014
Garcia.rudy.web@flsenate.gov

STATE HOUSE

District 102

Rafael "Ralph" Arza (R)..... (305) 827-2720
14645 NW 77th Avenue Fax: (305) 827-2725
Suite 104
Hialeah, FL 33014
Arza.Ralph@myfloridahouse.com

State of Florida Government

District 103

Wilbert "Tee" Holloway (D) (305) 628-7077

1525 NW 167th StreetFax: (305) 628-7079

Suite 103

Miami, FL 33169-5732

Holloway.tee@myfloridahouse.com

District 104

Yolly Roberson (D) (305) 919-1867

645 NE 127th StreetFax: (305) 919-1869

North Miami, FL 33161

Roberson.yolly@myfloridahouse.com

District 106

Dan Gelber (D) (305) 531-7831

1920 Meridan AvenueFax: (305) 535-5487

3rd Floor

Miami Beach, FL 33139-1818

Gelber.dan@myfloridahouse.com

District 107

Gustavo A. Barreiro (R) (305) 643-7324

1454 SW 1st StreetFax: (305) 643-7326

Suite 100

Miami, FL 33135-2203

Barreiro.Gustavo@myfloridahouse.com

District 108

Phillip J. Brutus (D) (305) 956-2538

1125 NE 125th StreetFax: (305) 956-2540

Suite 103

North Miami, FL 33161-5014

Brutus.phillip@myfloridahouse.com

District 109

Dorothy Bendross-Mindingall (D) .. (305) 694-2958

6600 NW 27th AvenueFax: (305) 694-2960

Suite 112

Miami, FL 33147-7200

Mindingall.Dorothy@myfloridahouse.com

District 110

Rene Garcia (R) (305) 827-2767

3766 West 12th AvenueFax: (305) 827-2769

Hialeah, FL 33012-4126

Garcia.rene@myfloridahouse.com

District 111

Marco Rubio (305) 442-6939

6427 SW 8th StreetFax: (305) 442-6941

Miami, FL 33144-4813

Rubio.marco@myfloridahouse.com

District 112

David Rivera (R) (305) 227-7630

2450 SW 137th AvenueFax: (305) 227-7632

Suite 205

Miami, FL 33175

Rivera.david@myfloridahouse.com

District 113

Manuel Prieguez (R).....(305) 643-7336

304 SW 12th AvenueFax: (305) 643-7338

Suite 304

Miami, FL 33130

Prieguez.manuel@leg.state.fl.us

District 114

Gaston I. Cantens (R) (305) 227-7626

1321 SW 107th AvenueFax: (305) 227-7629

Suite 205C

Miami, FL 33174-3602

Cantens.gaston@myfloridahouse.com

District 115

Juan-Carlos "J.C." Planas (R) (305) 448-6801

8532 SW 8th StreetFax: (305) 448-6802

Suite 280

Miami, F 33144

Planas.j.c.@myfloridahouse.com

District 116

Marcelo Llorente (R)..... (305) 273-3200

13701 SW 88th StreetFax: (305) 276-3202

Suite 201

Miami, FL 33186

Llorente.marcelo@myflorida.com

District 117

Julio Robaina (R)..... (305) 442-6868

6741 SW 24th StreetFax: (305) 442-6870

Suite 19

Miami, FL 33155

Robaina.Julio@myfloridahouse.com

District 118

Edward B. "Ed" Bullard (D)..... (305) 234-2208

16201 SW 95th AvenueFax: (305) 234-2210

Suite 214

Miami, FL 33157-3459

Bullard.Edward@myfloridahouse.com

District 119

Juan C. Zapata (R) (305) 273-3288

13550 SW 88th StreetFax: (305) 273-3290

Suite 150

Miami, FL 33186

Zapata.juan@myfloridahouse.com

District 120

Ken Sorenson (R) (305) 853-1947

90311 Overseas Highway Fax: (305) 853-1949

Suite A

Tavernier, FL 33070-0633

Sorenson.ken@myfloridahouse.com

AUTOMOBILE INFORMATION

DRIVER'S LICENSES:

When you're ready to hit the road in Miami-Dade, make sure you've got your Florida driver's license. If you are a driver, a Florida driver's license is required when you become a resident of the state, are employed in the state, claim Homestead Exemption, or register a child in a public school in the state. To receive a driver's license, you must have a Social Security number and be at least 16 years of age. For a restricted learner's permit, you must be 15 years old. New residents are required to pass only a visual examination if they have a valid driver's license from another state. A new license costs \$20 and is valid for six years. License renewal is \$15 and a replacement license costs \$10. Driver's license testing locations and information may be obtained by calling (305) 229-6333. An appointment for testing is recommended.

Full Service Offices:

Tuesday - Friday 7:30 a.m. - 6:00 p.m.

Homestead 200 N.E. 8th Street

Coral Reef 14653 S.W. 122nd Avenue

Kendall 13780 S.W. 56th Street

Miami Bunche Park 16000 N.W. 27 Avenue

Miami Gardens 180 N.W. 183 Street, Suite 105

Miami Central 901 N.W. 39th Avenue*

Opa-Locka 12601 N.W. 42nd Avenue*

Monday-Friday - 7:30 a.m.-6p.m.

Hialeah 1923 W. 60 Street

University 1315 S.W. 107th Avenue

Renewal Service Offices:

Monday - Thursday - 7:30 a.m. - 6:00 p.m.

Sunny Isles Beach 17086 Collins Avenue

Tuesday-Friday - 7:30 a.m.-6p.m.

Coral Gables 4520 Ponce de Leon Blvd

Miami Northside .. 7900 N.W. 27th Avenue, Suite 150

Monday-Friday - 8 a.m.-4 p.m. (Appt. Only)

North Miami Justice Center ... 15555 Biscayne Blvd.

* Appointment only on Saturday, 8 a.m. - 12 p.m.

DRIVER IMPROVEMENT

COURSES (See Phone Book under Driving Schools)

Information Hotline (305) 256-1700

Hearing-Suspensions-Revocation

2515 W. Flagler Street (305) 643-7569

FLORIDA DEPARTMENT OF CHILDREN & FAMILIES

District 11

Miami-Dade & Monroe Counties

Economic Self-Sufficiency Services

Dade County Public Assistance Boundaries by Zip Code

Hialeah South (305) 637-3134

5700 NW 37th Avenue

Zip Codes: 33010, 33012, 33013, 33166 and 33178

Hialeah North (305) 364-3145

7925 W 2nd Court

Zip Codes: 33014, 33015, 33016, 33018 and 33055

Florida City (305) 246-7626

777 W Palm Drive

Zip Codes: 33030, 33033, 33034, 33035 and 33039

Quail Roost.....(305) 278-0900

12314 Quail Roost Drive

Zip Codes: 33031, 33032, 33170, 33177, 33186, 33187 and 33196

Opa-Locka(305) 769-6220

200 Opa-Locka Blvd., South Bldg.

Zip Codes: 33054 and 33056

Village Center (305) 626-4800

19605 NW 57th Avenue

Zip Codes: 33055

Little Havana Satellite (305) 326-4327

990 SW 1st Street

Zip Codes: 33109, 33130, 33131

Central (305) 637-2400

1490 NW 27th Avenue

Zip Codes: 33122, 33125 and 33126

North Central(305) 795-3487

7900 NE 2nd Avenue

Zip Codes: 33127, 33138, 33150 and 33168

State of Florida Government

Frankie Shannon Rolle (305) 442-6841

3750 South Dixie Highway

Zip Codes: 33129, 33133, 33145, 33146 and 33149

Biscayne Satellite (305) 571-4374

225 NE 34th Street

Zip Code: 33128, 33132, and 33137

Miami Beach (305) 535-5450

945 Pennsylvania Blvd.

Zip Codes: 33139

Caleb (305) 636-2460

5400 NW 22nd Avenue

Zip Codes: 33010 and 33142

University (305) 227-5200

1605 SW 107th Avenue, #202A

Zip Codes: 33126, 33172, 33174, 33182, 33183, 33184,
33192 & 33194

2020 Building (305) 919-1800

2020 NE 163rd Street

Zip Code: 33162

Lee Building (305) 953-3473

10827 NW 27th Avenue

Zip Code: 33167

Mid Central (305) 643-7385

701 SW 27th Avenue

Zip Codes: 33134 and 33135

Culmer (305) 571-4386

1600 NW 3rd Avenue

Zip Codes: 33136

Grove by the Bay (305) 993-1900

1440 John F. Kennedy Causeway, #100

Zip Codes: 33140 and 33141

South Miami (305) 663-2084

6600 SW 57th Avenue

Zip Codes: 33143, 33144 and 33155

Juanita Mann (305) 693-2390

7900 NW 27th Avenue

Zip Codes: 33147

Northeast (305) 654-7080

18301 N. Miami Avenue

Zip Codes: 33154, 33160, 33161, 33169, 33179, 33180
and 33181

Perrine (305) 378-5800

11241 SW 184th Street

Zip Codes: 33156, 33157, 33158, 33176, 33189 and
33190

West Dade (305) 227-5000

9766 SW 24th Street

Zip Codes: 33165, 33173, 33175, 33185 and 33193

Federal Government

ELECTED OFFICIALS

PRESIDENT OF THE UNITED STATES

George W. Bush (R)

The White House, Washington, D.C. 20500

White House Operator: 1-202-456-1414

VICE PRESIDENT OF THE UNITED STATES

Dick Cheney (R)

UNITED STATES SENATE:

Bill Nelson (D) (202) 224-5274
United States Senate **Fax:** (202) 228-2183
Washington, D.C. 20510
Local Address:
2925 Salzedo Street
Miami, FL 33134
(305) 536-5999

Robert "Bob" Graham (D) (202) 224-3041
524 Hart Senate Office Building
Washington D.C. 20510
Local Address:
150 S.E. 2nd Avenue, Suite 1025
Miami, FL 33131
(305) 536-7293
bob_graham@graham.senate.gov

UNITED STATES HOUSE OF REPRESENTATIVES

District 17

Kendrick Meek (D) (305) 690-5905
111 N.W. 183rd St. Suite 315 **Fax:** (305) 690-5951
Miami, FL 33169
<http://www.house.gov/kenmeek/>
Washington Address:
1039 Longworth House Office Building, Washington D.C. 20515
(202) 225-4506

District 18

Ileana Ros-Lehtinen (R) (305) 275-1800
9210 Sunset Drive, Suite 100 **Fax:** (305) 275-1801
Miami, FL 33173
Washington Address:
2160 Rayburn House Office Bldg., Washington, D.C. 20515
(202) 225-3931
<http://www.house.gov/Ros-lehtinen/>

District 20

Peter Deutsch (D) (954) 437-3936
10100 Pines Boulevard, 2nd Floor . . . **Fax:** (954) 437-4776
Pembroke Pines, FL 33026
Washington Address:
2303 Rayburn House Office Bldg., Washington, D.C. 20515
(202) 225-7931
<http://www.house.gov/deutsch/>

District 21

Lincoln Diaz-Balart (R) (305) 470-8555
8525 N.W. 53 Terrace, Suite 102 . . . **Fax:** (305) 470-8575
Miami, FL 33166
Washington Address:
2244 Rayburn House Office Bldg., Washington, D.C. 20515
(202) 225-4211
<http://www.house.gov/diaz-balart/>

District 22

E. Clay Shaw (R) (305) 930-7429
1512 E. Broward Boulevard, Suite 101 . . **Fax:** (954) 768-0511
Ft. Lauderdale, FL 33301
Washington Address:
2408 Rayburn House Office Bldg., Washington, D.C. 20515
(202) 225-3026
<http://www.house.gov/shaw>

District 23

Alcee Hastings (D) (954) 733-2800
2701 West Oakland Park Blvd. . . . **Fax:** (954) 735-9444
Suite 200
Ft. Lauderdale, FL 33311
Washington Address:
2235 Rayburn House Office Bldg., Washington, D.C. 20515
(202) 225-1313
<http://www.house.gov/alceehastings>

District 25

Mario Diaz-Balart (R) (305) 225-6866
12851 S.W. 42nd Street **Fax:** (305) 225-7432
Suite 131
Miami, FL 33175
Washington Address:
313 Cannon House Office Bldg., Washington, D.C. 20515
(202) 225-2778
<http://www.house.gov/mariodiaz-balart/>

Telephone Directories

MIAMI-DADE COUNTY GOVERNMENT

County Service Requests,
Concerns & Information (305) 468-5900
Advocates for Victims Battered
Women & Victims of
Violent Crimes (305) 758-2819
Agenda Coordinator (305) 375-2035
Airport (Miami International) (305) 876-7000
TDD (305) 876-0594
Alcohol & Drug Abuse Program .. (305) 638-6540
Ambulance Concerns (305) 375-5801
Americans with Disabilities Act
Coordination (ADA) (305) 375-3566
TDD (305) 375-4805
Animal Services Unit (MDPD) (305) 884-1101
Animal Licenses (305) 885-0486
Art in Public Places (305) 375-5362
Asian American Advisory Board (305) 375-1570
Auto Tag Agency (305) 375-5678
Mailroom (305) 375-5328
Baby Stroller Parking Permits ... (305) 468-5900
Battered Women (305) 758-2819
Bicycle/Pedestrian Program (305) 375-4507
Black Affairs (305) 375-4606
Building Code Compliance (305) 375-2901
Building Permits (786) 315-2000
Bus Route (Metrobus, Metrorail) .. (305) 770-3131
Cable TV Coordination
(complaints) (305) 375-3677
Caleb Center (305) 636-2250
Central Depository (305) 275-1122
TDD (305) 275-1144
Child Care Information (305) 633-6481
Child Care Referral (305) 373-3521
Citizen Assistance
(Team Metro Answer Center) .. (305) 468-5900
TDD (305) 468-5402
Citizen's Crime Watch (305) 470-1670
Clerk of Courts (305) 275-1155
Clerk of the Board (305) 375-5126
Code Compliance
(Team Metro Answer Center) ... (305) 468-5900
Commission on Ethics and
Public Trust Hotline (305) 579-2593
Commission for Women (305) 375-4967
Communications (Media Relations) (305) 375-2836
Community Action Agency (305) 347-4600
Community and
Economic Development (305) 375-3422

Community Relations Office (305) 375-5730
Consumer Protection/Advocate .. (305) 375-4222
Consumer Services Department .. (305) 375-1250
Convention & Tourist
Development Tax (305) 375-5551
Cooperative Extension
Agriculture (305) 248-3311
4-H (305) 592-8044
Home Economics Information . (305) 248-3311
North Dade Toll Free (305) 251-2818
Corrections and Rehabilitation
Department (305) 229-7500
County Attorney (305) 375-5151
County Commission (305) 375-5124
County Commission Agenda
Coordinator (305) 375-2035
County Manager (305) 375-5311
Credit Union (305) 471-5080
Crime Stoppers (305) 471-3477
Crisis Nursery (DHS Children Shelter)
North (305) 620-0894
Cultural Affairs Council (305) 375-4634
Disability Services & Independent Living,
Office of (305) 547-5445
TDD (305) 324-5781
Divorce Records (305) 275-1155
Divorce (Do it Yourself) (305) 275-1155
Domestic Intervention
(Family & Victim Services) ... (305) 571-7750
Domestic Violence (Injunction
for Protection) (305) 349-5888
Elderly Services (305) 576-1667
Elections Department
(Voter's Information) (305) 375-5553
EMERGENCY (Police/Fire/Rescue) 911
Emergency Housing
North (305) 638-6001
South (305) 245-5011
Emergency Management
(Civil Defense) (305) 468-5400
TDD (305) 468-5402
Employee Assistance Program ... (305) 375-3293
Employee Relations
Support Services (305) 375-5725
Employee Suggestion Program ... (305) 375-1364
Empowerment Trust (305) 372-7620
Environmental Hotline (305) 372-6955
Environmental Management (DERM) . (305) 372-6789
Equal Opportunity Board (305) 375-5272

Ethics and Public Trust(305) 579-2594
 Fair Employment Practices(305) 375-2784
 Family Counseling (Department of
 Human Services)(305) 633-6481
 Film, TV & Print(305) 375-3288
 Fire Department Emergency 911
 Non-Emergency(786) 331-5000
 Garbage Collection (Solid Waste) ..(305) 594-1500
 TDD(305) 593-5982
 General Services Administration ..(305) 375-4400
 Graffiti Removal Coordinator(305) 375-3461
 Guardian Ad Litem(305) 638-6861
 Disabled Assistance (D-SAIL)(305) 547-5444
 TDD(305) 545-3574
 Disabled Parking Permits(305) 375-5678
 Head Start Program(305) 347-4622
 Hispanic Affairs(305) 375-2104
 Historic Preservation Division ... (305) 375-3506
 Historical Museum of
 Southern Florida(305) 375-1492
 Homeless Trust(305) 375-1490
 Homestead Exemption
 (Property Appraisal)(305) 375-4125
 Hospital (Jackson Memorial)(305) 585-1111
 TDD(305) 585-7794
 HUD Housing Applications(305) 638-6464
 TDD(305) 638-6014
 Housing Code Enforcement(305) 638-6800
 Human Services(305) 375-5416
 Hurricane Hotline and
 Rumor Control(305) 468-5900
 Independent Review Panel(305) 375-4880
 Indigent Burial(305) 375-2422
 Information Technology Department ..(305) 596-8293
 Inspector General(305) 579-2594
 Jail Information (Corrections) ... (305) 545-4004
 Jury Pool
 Courthouse - Civil(305) 349-7200
 Justice Building - Criminal ... (305) 547-4862
 TDD(305) 375-2975
 Law Library(305) 349-7548
 Legislative Delegation(305) 375-4088
 Main Library(305) 375-BOOK (2665)
 TDD(305) 375-2878
REGIONAL LIBRARIES:
 North Dade Regional(305) 625-6424
 South Dade Regional(305) 233-8140
 TDD(305) 233-8146
 West Dade Regional(305) 553-1134
 TDD(305) 553-1142
 West Kendall Regional(305) 385-6135
 TDD(305) 388-6782

BRANCH LIBRARIES:

Allapattah Branch(305) 638-6086
 Civic Center Porta-Kiosk(305) 324-0291
 Coconut Grove Branch(305) 442-8695
 Coral Gables Branch(305) 442-8706
 TDD(305) 443-3190
 Coral Reef Branch(305) 233-8324
 TDD(305) 233-9435
 Culmer/Overtown Branch ... (305) 579-5322
 TDD(305) 579-3522
 Edison Center Branch(305) 757-0668
 Fairlawn Branch(305) 261-1571
 TDD(305) 267-5951
 Grapeland Heights Branch ... (305) 638-5255
 Hispanic Branch(305) 541-9444
 Homestead Branch(305) 246-0168
 TDD(305) 246-0169
 Kendall Branch(305) 279-0520
 Key Biscayne Branch(305) 361-6134
 Lemon City Branch(305) 757-0662
 TDD(305) 757-1308
 Little River Branch(305) 751-8689
 Miami Beach Branch(305) 535-4219
 TDD(305) 535-4221
 Miami Lakes/Palm Springs
 North Branch(305) 822-6521
 Miami Springs Branch(305) 884-2575
 TDD(305) 882-5766
 Model City Branch(305) 636-2233
 TDD(305) 636-2235
 Naranja(305) 242-7935
 North Central Branch(305) 693-4551
 North Shore Branch(305) 864-5392
 TDD(305) 868-4631
 Northeast Branch(305) 931-5512
 TDD(305) 931-5515
 Shenandoah Branch(305) 854-5286
 TDD(305) 854-4536
 South Miami Branch(305) 667-6121
 South Shore Branch(305) 535-4223
 Tamiami(305) 223-4758
 West Flagler Branch(305) 442-8710
EARLY CHILDHOOD LIBRARIES
 Doral Branch(305) 716-9598
 Country Walk Branch(786) 293-4577
 Marriage License Bureau(305) 275-1155
 Mayor(305) 375-5071
 Medical Examiner(305) 545-2400
 Mental Health Care Emergency Services (Jackson Memorial)
 Crisis Emergency(305) 585-6487
 Metro-Miami Action Plan(305) 579-3618
 Metropass (Metrobus, Metrorail) .. (305) 770-3131

Telephone Directories

Metrobus & Metrorail Schedule

(Route Information)	(305) 770-3131
Miami Art Museum	(305) 375-3000
Miami-Dade County	
Expressway Authority	(305) 375-3232
Mosquito Control	(305) 592-1186
Museum of Science	(305) 646-4200
Neighborhood Assistance Bureau ..	(305) 375-2195
Occupational Licenses	(305) 270-4949
Office of Rehabilitative Services	
Homeless Program	(305) 638-6368
Office of Youth and Family	
Development	(305) 273-4180
Passenger Transportation	
Regulatory Division	(305) 375-2460
Park and Recreation	
Information	(305) 755-7800
Lifeguard Emergency	
Crandon Park Beach ..	(305) 361-7373 or 7385
Haulover Park Beach	(305) 944-3040
Parking Violations	(305) 275-1133
TDD	(305) 275-1144
Personnel	(305) 375-5725
Job Hot Line	(305) 375-1871
TDD	(305) 375-5645
Planning and Zoning	(305) 375-2800
Police Department EMERGENCY ONLY	911
Non-emergency	(305) 476-5423
Pollution Control and Sanitary	
Nuisance	(305) 372-6789
Port of Miami (Seaport)	(305) 371-7678
Primary Health Care (Liberty City) ..	(305) 835-2200
Property Appraisal	(305) 375-4099
Public Works	(305) 375-2694
RAPE Treatment Center Hotline ..	(305) 585-7273
Recording Section (County Clerk) ..	(305) 275-1155
Recorded Documents	
(Deeds, Mortgages, etc.)	(305) 275-1155
Retired Senior Volunteer Program ..	(305) 375-5335
Risk Management	
(Employee Group Insurance) ..	(305) 375-4288
Safe Neighborhood Park Program ...	(305) 971-5055
Section-8 Housing	
(Housing Applications)	(305) 638-6464
Senior Citizen Exemption	(305) 375-4047
Sister Cities Program	(305) 375-5280
Small Claims Court	(305) 375-5848
Solid Waste Management	
(Garbage, Trash)	(305) 594-1500
South Dade Government Center ..	(305) 232-3831
Street Light Out Hotline	(305) 548-3688
Street Light Repairs	
(Arterial Roads)	(305) 592-3580

Street Light Repairs (Residential) ...	(305) 375-2996
Street Name Signs	(305) 592-3580
Tax Assessor (Property Appraisal) ..	(305) 375-4099
Tax Collector - Real Estate or	
Personal Property	(305) 270-4916
Taxi Concerns	(305) 375-2460
The South Florida Workforce	(305) 594-7615
Tourism	(305) 539-3000
Traffic Citations	(305) 275-1111
TDD	(305) 275-1144
Traffic Court	(305) 275-1111
Traffic Signals Malfunction	(305) 592-8925
Traffic Signals	
Missing/Damaged	(305) 592-3580
Trash Collection (Solid Waste) ...	(305) 594-1500
Valve Adjustment Board	(305) 375-4109
Vendor Info Center	(305) 375-5773
Veteran's Services	(305) 795-1511
Victim's Assistance	
North	(305) 758-2819
South	(305) 247-4249
Vizcaya Museum and Gardens ...	(305) 250-9133
Voter's Information (Elections) ..	(305) 375-5553
Water and Sewer Authority, Miami-Dade	
Customer Service	(305) 665-7488
New Applications	(305) 665-7488
Emergency (24 hours)	(305) 274-9272
Youth Fair	(305) 223-7060
Zoo (Metrozoo)	(305) 251-0403

STATE OF FLORIDA GOVERNMENT

State of Florida Information	(305) 377-5000
Abuse, Adult and	
Child Registry	(800) 96-ABUSE
Adoption (Florida Dept. of	
Children & Families)	(305) 325-3435
Advocacy Center for Persons	
with Disabilities	(800) 342-0823
Aging & Adult Services	
(Department of Children &	
Families)	(305) 663-2080
Agriculture (Consumer Services) ..	(305) 470-6900
Alcoholic Beverages & Tobacco	
Division	(305) 470-6783
Attorney General	
Criminal Appeals &	
Legal Affairs	(305) 377-5441
Legal Affairs	(954) 712-4600
Dept. of M.V.B. of Reg. Ent.	(305) 222-4164
Auto Dealer	(305) 222-4164
Bank & Financing	(305) 810-1111
Bail Bondsmen Concerns	(305) 377-5235

Better Business Bureau(800) 834-1267
 Birth and Death Certificates (305) 324-2489
 Blind Services, Division of (305) 377-5339
 Board of Pardon and Parole(850) 488-2952
 Canker Eradication Program(305) 598-6908
 Child Care Licensing (305) 377-5509
 Child Support Enforcement (305) 530-2600
 Children & Families, Department of .. (305)377-5055
 Client Relations (Department of
 Children & Families) (305) 377-5068
 Community Access Program(866) 227-5070
 Condominium Information &
 Concerns(800) 226-9101
 Consumer Services/Protection
 Concerns (904) 922-2814/(800) 638-2772
 Corrections (State Prisons &
 Information)(850) 488-7480
 Division of Licensing
 (Secretary of State) (305) 377-5950
 Driver's Examinations Stations ... (305) 229-6333
 Driver Improvement Program ... (305) 643-7569
 Economic Self-Sufficient
 Services (Food Stamps)(305) 377-7154
 Education (Private School
 Information & Concerns) (850) 488-9504
 Enterprise of Florida, Inc. (305) 569-2650
 Excavation(800) 432-4770
 Expressway Authority(305) 637-3277
 Fictitious Name Registration (850) 488-9000
 Fire Arms License (Concealed
 Weapons Permit) (305) 377-5950
 Florida Fish Wildlife Commission ..(305) 956-2500
 Florida Reception Center(305) 592-9567
 Foster Care (Department of Children
 & Families) (305) 377-5369
 Funerals & Cemetery
 Services Division of (800) 323-2627
 Health Care Administration(305) 499-2165
 Health Department (305) 324-2400
 Health Department (Environmental) . (305) 623-3500
 Highway Patrol (305) 470-2510
 Housing Finance Authority (850) 488-4197
 Hospital Cost Containment Board .. (800) 342-0828
 Doctor Bill Dispute (800) 435-7352
 Hotel & Restaurant Commission (850) 487-1395
 Human Relations Commission ... (800) 342-8170
 Insurance
 Complaint ... (305) 377-5235/(800) 342-2762
 Intangible Tax
 Information (305) 470-5001
 Kid Care(888) 540-5437
 Land Sale & Condo (800) 226-9101
 Lemon Law (800) 321-5366

Licensing Division (305) 377-5950
 Lottery, Department of (305) 470-5080
 Marine Patrol (305) 956-2500
 Medicaid Information (305) 499-2100
 Mobile Homes, Bureau of Rental Laws:
 (More than 10 rentals) (850) 488-0970
 (Less than 10 rentals) (800) 435-7352
 Sanitary Conditions (305) 623-3500
 Tags/Titles (Auto Tag) (850) 488-3881
 Warranty, Dealer of
 Nursing Home Concerns
 (Ombudsman Council North) ... (305) 626-6144
 (Ombudsman Council South) ... (305) 671-7245
 One Stop Employment(877) 872-5627
 Park Services (850) 488-9872
 Pest Control Complaints (954) 467-4631
 Pest Control Licensing (850) 921-4177
 Poison Information Center(800) 222-1222
 Probation (305) 377-5260
 Professional/Occupations Concerns (Dentist,
 Beautician, Realtor, etc.) (305) 470-5617
 Public Defendant(305) 545-1600
 Radiation Control (305) 377-7110
 Road/Expressway Maintenance . (305) 470-5354
 Sales Tax Information
 (Dept. of Revenue) 470-5001/(800) 352-3671
 Share-a-Ride (State DOT)(800) 234-RIDE
 Secretary of State
 Corporate Information (850) 488-9000
 Security Guard Licensing (305) 377-5950
 South Florida Water Management
 District (305) 592-5680
 State Attorney's Office (305) 547-0100
 Sunpass(800) 441-0444
 Trademarks (850) 245-6051
 Transportation Disadvantage
 Commission (800) 983-2435
 Tri-Rail(800) 874-7245
 Utility Concerns
 (Public Service Commission) .. (800) 342-3552
 Vocational Rehabilitation Program . (305) 643-7600
 Wildlife Alert(800) 432-2046
 Workmen's Compensation (305) 377-5413
 Youth Hall (305) 637-4500

UNITED STATES GOVERNMENT

Federal Information Center (800) 688-9889
 Agriculture (Inspector General) ... (800) 424-9121
 Alcohol, Tobacco and Firearms
 (Import-Export) (305) 597-4800
 Animal Quarantine (Veterinary
 Services) (305) 526-2926

Telephone Directories

Auto Safety Hotline (800) 424-9393
 Bankruptcy Court (305) 714-1800
 Commerce Department (305) 526-7425
 Consumer Product Safety
 Commission (800) 638-2772
 District Court (Civil, Criminal, Jury) .. (305) 523-5100
 Drug Enforcement Administration . (305) 590-4870
 Equal Employment Opportunity
 Commission (305) 536-449
 Federal Bureau of Investigation ... (305) 944-9101
 Federal Communications
 Commission (888) 225-5322
 Federal Emergency Management Agency
 (Disaster Registration) (800) 462-9029
 Federal Emergency Management
 Agency (Fraud Hotline) (800) 323-8603
 Federal Housing Administration
 (305) 536-5678 or 2200
 Federal Trade Commission (877) 382-4357
 Fish and Wildlife Service (305) 526-2694
 Food and Drug Administration ... (305) 526-2919
 Housing and Urban Development ... (800) 347-3735
 Immigration and Naturalization
 Service (800) 375-5283
 Immigration for Employers Hotline .. (800) 255-8155
 TDD (800) 362-2735
 Inspector Central Hotline (800) 647-8733
 Internal Revenue Service
 (Income Tax) (800) 829-1040
 Labor Department (305) 596-9874
 Medicare (800) 633-4227
 National Hurricane Center (305) 229-4470
 Occupational Safety and
 Health Administration (954) 424-0242
 Passport (Recording
 Information) (305) 539-3600
 Postal Agency (Customer Relations) .. (800) 275-8777
 Postal Inspector Hotline (800) 654-8896
 Small Business Administration
 (also SCORE) (305) 536-5521
 Social Security Administration ... (800) 772-1213
 Student Financial Aid (800) 433-3243
 Trademarks (703) 308-4357
 Veterans Administration (Benefits &
 Assistance) .. 1-800-488-8244/(800) 827-1000
 Water Safety Hotline (800) 426-4791
 Weather: Local Conditions
 (Recording) (305) 229-4522

PRIVATE ORGANIZATIONS

Call Hands on Miami or Volunteering Referral Services
for volunteering information. Call Switchboard of

Miami for information about organizations.

Advocacy Center for Persons with

Disabilities(800) 342-0823
TDD(800) 346-4127
AIDS Hotline(305) 667-7855
Alliance for Aging(305) 670-6500
Alzheimer's Association(305) 891-6228
Alzheimer's Disease Education
and Referral(800) 438-4380
or (800) 424-3410
American Association of
Retired Persons(800) 441-2277
or (800) 424-3410
American Cancer Society(305) 594-4363
American Civil Liberties Union(305) 576-2336
American Heart Association(305) 856-1449
American Institute of Architects(305) 448-7488
American Red Cross Headquarters ..(305) 644-1200
Anti-Defamation League of
B'Nai Brith(305) 373-6306
Arts and Culture Hotline(305) 557-5600
Association of Retarded Citizens ..(305) 579-8500
Audubon Society(305) 666-5111
Beacon Council(305) 579-1300
Black Archives(305) 636-2390
Big Brothers/Big Sisters
of Greater Miami(305) 644-0066
Builders Association of
South Florida(305) 556-6300
Camillus House(305) 374-1065
Catholic Community Service(305) 754-2444
Centro Campesino
Farmworker Center1-(305) 245-7738
Care Resource(305) 573-5411
TDD(305) 758-1971
Chamber of Commerce
Greater Miami(305) 350-7700
Latin (CAMACOL)(305) 642-3870
Miami-Dade(305) 751-8648
North Dade Regional(305) 690-9123
Citizens Crime Watch(305) 470-1670
Commission for Transportation
Disadvantages(800) 983-2435
Consumer Credit Counseling Services ..(800) 955-2227
Covenant House Nelinee
(Runaways)(800) 999-9999
Cuban American National Council ..(305) 642-3484
Dade County Youth Fair
& Exposition(305) 223-7060
Deaf Services Bureau(305) 560-2866
Dental Society, East Coast District
(Referral)(305) 667-3647

Depression Awareness, Mental Health Institute
 Recognition and Treatment ... (800) 421-4211
 Elderly Helpline (305) 670-4357
 Family
 Central, Inc. ... (305) 908-7300 / (305) 908-5800
 Family Counseling
 Services (305) 271-9800
 Elderly Helpline (800) 963-5337
 Florida Bar Referrals
 Lawyer Referrals (800) 342-8011
 Concerns (305) 371-2220
 Volunteer Lawyers
 Put Something Back (305) 579-5733
 Florida Relay Services (800) 955-8770
 TDD (800) 955-8771
 Goodwill Industries (305) 325-9114
 Greater Miami Gray Panthers of
 North Dade (305) 374-8240
 Convention and
 Visitor's Bureau (305) 539-3000
 Habitat for Humanity of Greater
 Miami, Inc. (305) 670-2224
 Haitian American
 Community Association (305) 751-3429
 Haitian Refugee Center (305) 757-8538
 Hands on Miami/
 United Way of Dade County ... (305) 860-3000
 Health Council of South Florida, Inc. (305) 592-1452
 Housing Opportunity Project (HOPE) .. (305) 651-4673
 Hospice Care of South Florida (305) 576-9333
 Hunger Hotline (800) 329-3663
 TDD (800) 329-3663
 Humane Society of
 Greater Miami, Inc. (305) 696-0801
 Informed Families of Dade County ... (305) 856-4886
 James E. Scott Community
 Association, Inc. (JESCA) (305) 637-1000
 Jewish Family Service of
 Greater Miami, Inc. (305) 445-0555
 Jewish Federation Information
 and Referral (305) 576-4000
 Jewish Vocational Service (305) 899-1587
 TDD (305) 899-0953
 League of Cities, Dade County ... (305) 557-1722
 League of Women Voters (305) 666-0186
 Legal Aid Society, Dade County ... (305) 579-5733
 Legal Services of Greater Miami, Inc. .. (305) 576-0080
 Liga Contra El Cancer (305) 858-8050
 Little Havana Activities &
 Nutrition Center (305) 858-2610
 Lutheran Ministries of Florida (305) 567-2511

MADD (Mother Against Drunk Drivers) .. (305) 383-5500
 Medical Association, Dade County .. (305) 324-8717
 Mental Health Association (305) 379-2673
 Miami-Dade Empowerment Trust .. (305) 372-7620
 Miami Lighthouse for the Blind ... (305) 856-2288
 Miami Mental Health (Behavioral Health Center)
 Community Centers (305) 774-3300
 Crisis Line (Psychiatric Emergency) . (305) 774-3300
 Missing Children (800) 843-5678
 NAACP (National Association
 for the Adv. of
 Colored People) (305) 685-8694
 National Institute of Mental Health ... (800) FLA-LOVE
 Neighbors 4 Neighbors (305) 597-4404
 Nicaragua Fraternity (305) 228-1208
 Panic Disorder Information Line ... (800) 64-PANIC
 Parent Hotline (800) 352-5683
 Rescue Mission, Miami (305) 571-2273 / 573-4390
 Runaways (Miami Bridge) (305) 635-8953
 Shake-A-Leg Miami (Program for
 the physically challenged) (305) 858-5550
 Sierra Club (305) 667-7311
 South Florida Commuter Service ... (800) 234-7433
 Spanish American League Against
 Discrimination (SALAD) (305) 326-8585
 Switchboard of Miami
 (Crisis Help Line) (305) 358-HELP
 TDD (305) 358-2477
 Tri-Rail (800) 874-7245
 Tropical Audubon Society (305) 666-5111
 United Home Care (305) 477-0440
 United Way (305) 860-3000
 Upfront Drug Information Center .. (305) 757-2566
 Urban League of Greater Miami ... (305) 696-4450
 Visiting Nurses Association (305) 477-7676
 Volunteers (Hands on Miami/
 United Way) (305) 646-7200
 We Will Rebuild (305) 441-5001
 Woman's Place .. (305) 358-2063 or (305) 379-2673
 Working Solutions
 (displaced homemakers) (305) 237-7537
 YMCA (305) 357-4000
 YWCA (305) 377-9922

Know the Language—Government Terms & Abbreviations:

Sometimes it seems that Miami-Dade County employees and officials speak a language of their own. Here's a list of terms that you may encounter when dealing with the County. It's just a few to get you started with some room to add your own.

1. **Government-in-the-Sunshine-Law** - commonly known as the "Sunshine Law," was created to guarantee all citizens in the state of Florida the right of public access and accountability. It applies to any gathering of two or more members of the board (i.e., Board of County Commissioners or a Community Council) to discuss some matter which may or will come before that board for action and includes discussions between a commissioner and an administrator or staff member who is acting as a liaison between board members. The law requires that: 1) meetings of public boards or commissions must be open to the public, 2) reasonable notice of such meetings must be given, and 3) minutes of the meetings must be taken.
2. **The Jennings Law** - applies to any zoning matters in which the Board of County Commissioners will or may have a vote. Because zoning hearings are like court proceedings and the Commissioner like a judge, it is illegal to have any private communications, either written or oral, about a zoning matter that may at some time come before the Board of County Commissioners.
3. **Ordinance** - A rule or regulation established by the Board of County Commissioners. After first reading by the Board, a description of an ordinance and the time and place of the public hearing must be published in a daily newspaper of general circulation at least one week prior to the public hearing. After the hearing, the Board may pass the ordinance with or without amendment. In the case of an emergency affecting life, health, property, or public safety, the Board may adopt an emergency ordinance by a two-thirds vote and must publish it within ten days in a daily newspaper of general circulation.
4. **Resolution** - An expression of policy by the Board of County Commissioners requiring only one reading prior to adoption (certain items are presented as public hearings).
5. **CDMP** - Comprehensive Development Master Plan – the required land-use plan for Miami-Dade County.
6. **BCC** - Board of County Commissioners.
7. **CDBG** - Community Development Block Grant.
8. **MIA** - Miami International Airport.
9. **CBO** - Community-Based Organization.
10. **UDB** - Urban Development Boundaries.
11. **SFBC** - South Florida Building Code.
12. **HUD** - Housing and Urban Development, federal and local.
13. **MPO** - Metropolitan Planning Organization.
14. **Florida Department of Children & Families (CDF)** - Formerly known as Health and Rehabilitative Services (HRS)

County Commission District Offices

District 1

Betty T. Ferguson (305) 770-3115
Washington Square Building Fax: (305) 770-3119
111 N.W. 183rd Street, Suite 425, N. Miami, FL 33169

District 2

Dorrian D. Rolle (305) 694-2779
900 N.E. 125th Street, Suite 100 ... Fax: (305) 694-2781
N. Miami, FL 33161

District 3

Dr. Barbara Carey-Shuler (305) 636-2331
Joseph Caleb Center Fax: (305) 638-6906
5400 N.W. 22nd Avenue, Suite 704, Miami, FL 33142

District 4

Sally A. Heyman (305) 787-5999
1100 N.E. 163rd Street, Suite 303 ... Fax: (305) 787-5998
N. Miami, FL 33162

District 5

Bruno A. Barreiro (305) 643-8525
1454 S.W. 1st Street, Ste. 130 ... Fax: (305) 643-8528
Miami, FL 33135

District 6

Rebeca Sosa (305) 375-5696
6429 S.W. 8th Street Fax: (305) 267-6366
Miami, FL 33144

District 7

Jimmy L. Morales (305) 529-0599
2000 S.W. 27th Ave., Suite 102 ... Fax: (305) 529-1188
Miami, FL 33145

District 8

Katy Sorenson (305) 378-6677
South Dade Government Center ... Fax: (305) 253-7495
10710 S.W. 211th Street, Suite 204
Miami, FL 33189

District 9

Dennis C. Moss (305) 234-4938
South Dade Government Center ... Fax: (305) 232-2892
10710 S.W. 211th Street, Room 206
Miami, FL 33189

District 10

Sen. Javier D. Souto (305) 222-2116
9766 Coral Way, Suite 1 Fax: (305) 222-2120
Miami, FL 33165-7575

District 11

Joe A. Martinez (305) 552-1155
1401 S.W. 107th Avenue Fax: (305) 552-0577
Suite 301-M
Miami, FL 33174

District 12

Jose "Pepe" Diaz (305) 599-1200
8345 N.W. 12th Street Fax: (305) 470-1791
Miami, FL 33126

District 13

Natacha Seijas
City of Hialeah (305) 375-4831
(1st & 2nd Saturday of the month 9 a.m. - 12 p.m.)
419 W. 49th Street, Suite 5, Hialeah, FL 33012

Miami Lakes (305) 375-4831
(3rd & 4th Saturday of the month 9 a.m. - 12 p.m.)
15450 New Barn Road, Suite 301
Miami Lakes, FL 33014

This information was current as of July 2003. For additional information on District Offices, call Team Metro Answer Center at (305) 468-5900.

Miami-Dade County provides equal access and equal opportunity in employment and services and does not discriminate on the basis of disability.

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NOTES

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Alex Penelas
Mayor



BOARD OF COUNTY COMMISSIONERS

Barbara Carey-Shuler, Ed.D.
Chairperson

Katy Sorenson
Vice-Chairperson

Betty T. Ferguson
District 1

Dorrin D. Rolle
District 2

Barbara Carey-Shuler, Ed.D.
District 3

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Dennis C. Moss
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Senator Javier D. Souto
District 10

Joe A. Martinez
District 11

Jose "Pepe" Diaz
District 12

Natacha Seijas
District 13

George M. Burgess
County Manager

Robert A. Ginsburg
County Attorney

Harvey Rubin
Clerk of Courts

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"It is the policy of Miami-Dade County to comply with all of the requirements of the Americans with Disabilities Act."



"LOVE YOUR NEIGHBOR"

